



User Manual

Compuprint

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6214



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FCC COMPLIANCE STATEMENT FOR AMERICAN USERS

This equipment has been tested and found to comply with the limits for a CLASS A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at own expense.

EMS AND EMI COMPLIANCE STATEMENT FOR EUROPEAN USERS

This equipment has been tested and passed with the requirements relating to electromagnetic compatibility based on the standards EN 55022:1998+A1:2000+A2:2003, CISPR 22, Class A EN 55024:1998+A1:2001+A2:2003, IEC 61000- 4 Series EN 61000-3-2 / 2000 & EN 61000-3-3 / 1995. The equipment also tested and passed in accordance with the European Standard EN55022 for the both Radiated and Conducted emissions limits.

6214 Thermal Label Printer TO WHICH THIS DECLARATION RELATES IS IN CONFORMITY WITH THE FOLLOWING STANDARDS

EN55022 : 1998, CISPR 22, Class A / EN55024 : 1998 / IEC 61000-4 Serial / EN61000-3-2 : 2000 / EN 6100-3-3 : 1995 / CFR 47, Part 15/CISPR 22 3rd Edition : 1997, Class A / ANSI C63.4 : 2001 / CNS 13438 / IEC60950-1 : 2005 (EN 60950-1 : 2006+A11 : 2009) / GB4943 : 2001 / GB9254 : 1998 / GB17625.1 : 2003 / EN60950-1 : 2001

Caution

- Danger of explosion if battery is incorrectly replaced. Replace only with the equivalent type recommended by the manufacturer.
- Dispose of used batteries according to the manufacturer's instructions.
- Only use with designated power supply adapter model.
- Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

SAFETY INSTRUCTIONS

Please read the following instructions carefully.

1. Keep the equipment away from humidity.
2. Before you connect the equipment to the power outlet, please check the voltage of the power source.
3. Make sure the printer is off before plugging the power connector into the power jack.
4. It is recommended that you connect the printer to a surge protector to prevent possible transient overvoltage damage.
5. Be careful not to get liquid on the equipment to avoid electrical shock.
6. For safety and warranty reasons, **ONLY** qualified service personnel should open the equipment.
7. Do not repair or adjust energized equipment under any circumstances.

1 Barcode Printer

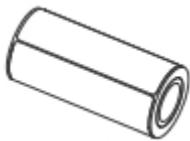
1.1 Box Content

Please check that all of the following items are included with your printer:

- Compuprint 6214 Barcode Printer



- Label Stock



- Ribbon Module Empty Ribbon Core



- Ribbon



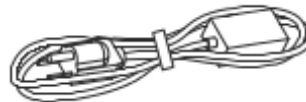
- Ribbon Hubs Set of 2



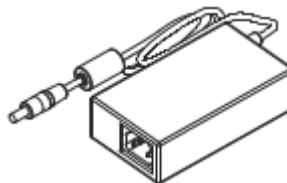
- USB Cable



- Power Adapter & Power Cord



- AC Adapter



- Compuprint 6214 Quick Guide



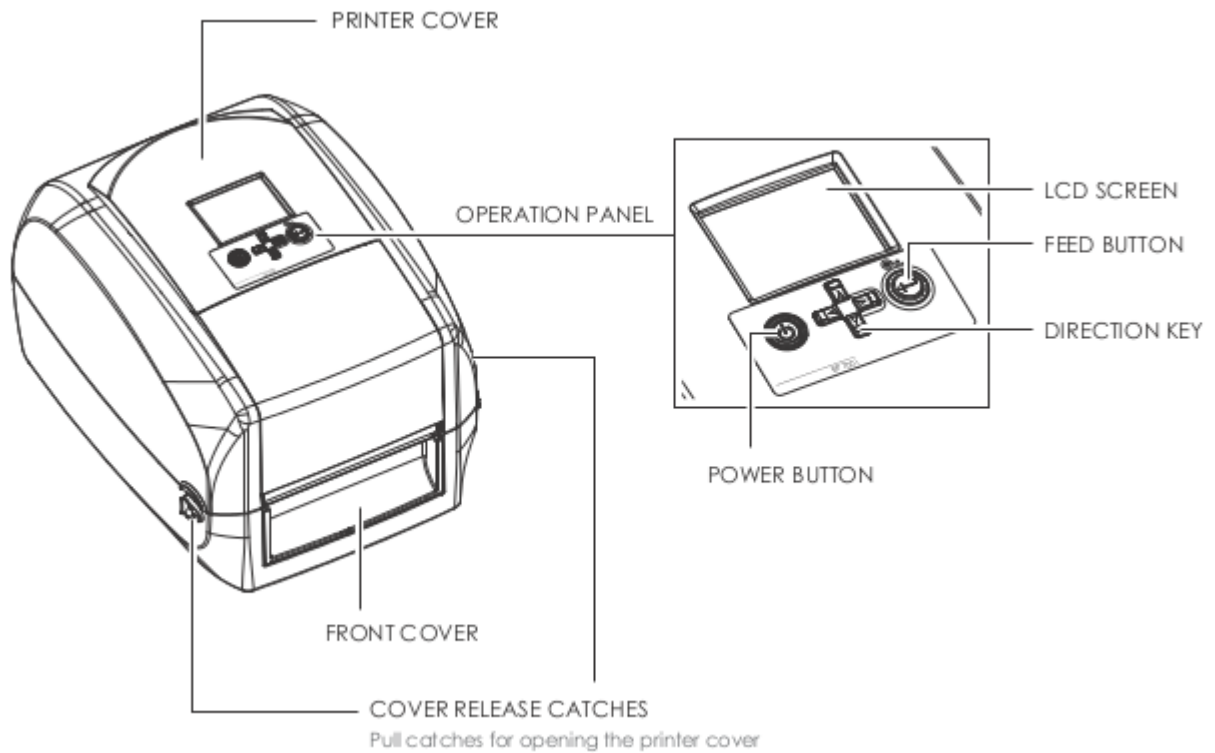
- CD
Including QLabel software and
Compuprint 6214 user manual



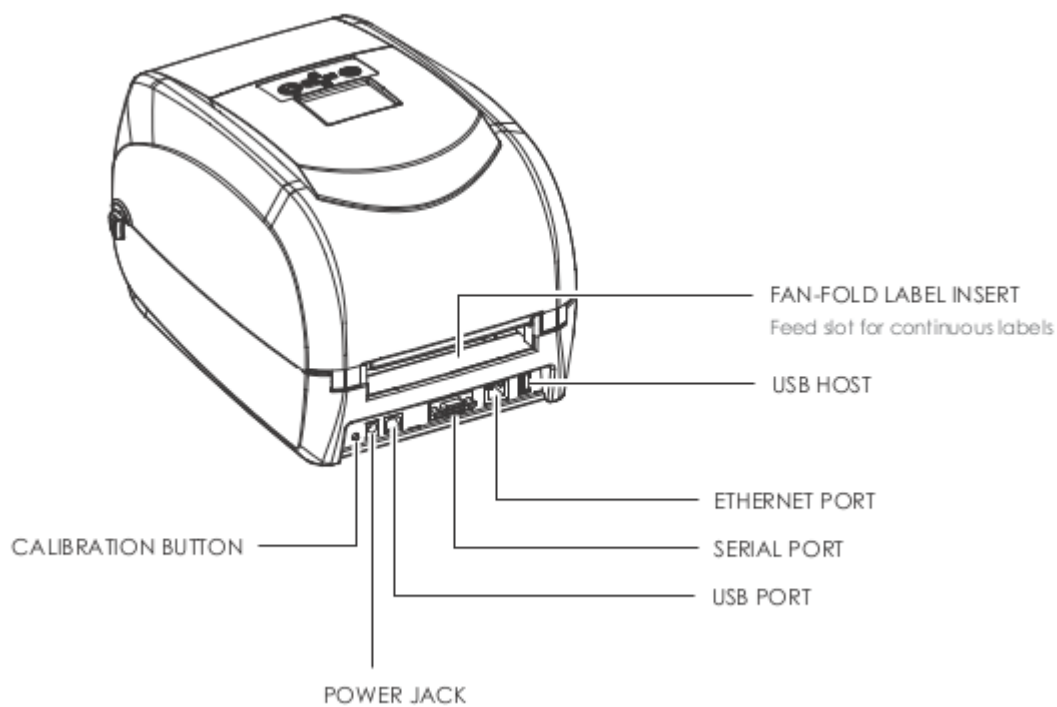
1.2 Getting To Know Your Printer

Device Overview

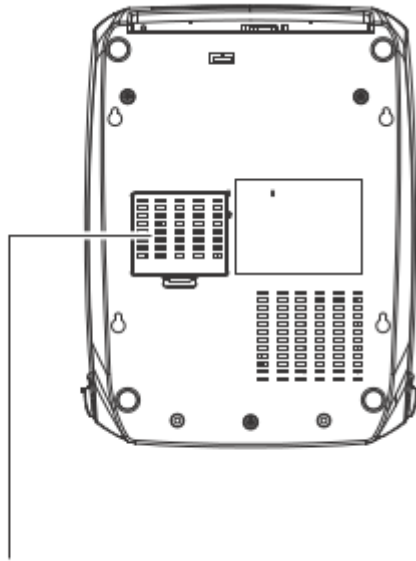
Front View



Rear View



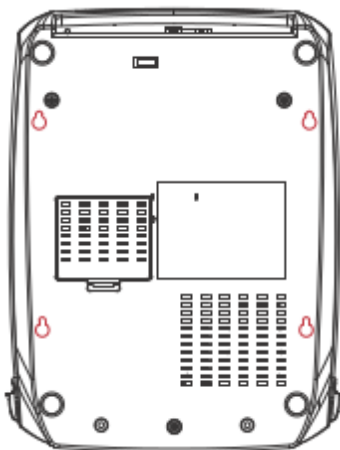
Bottom View



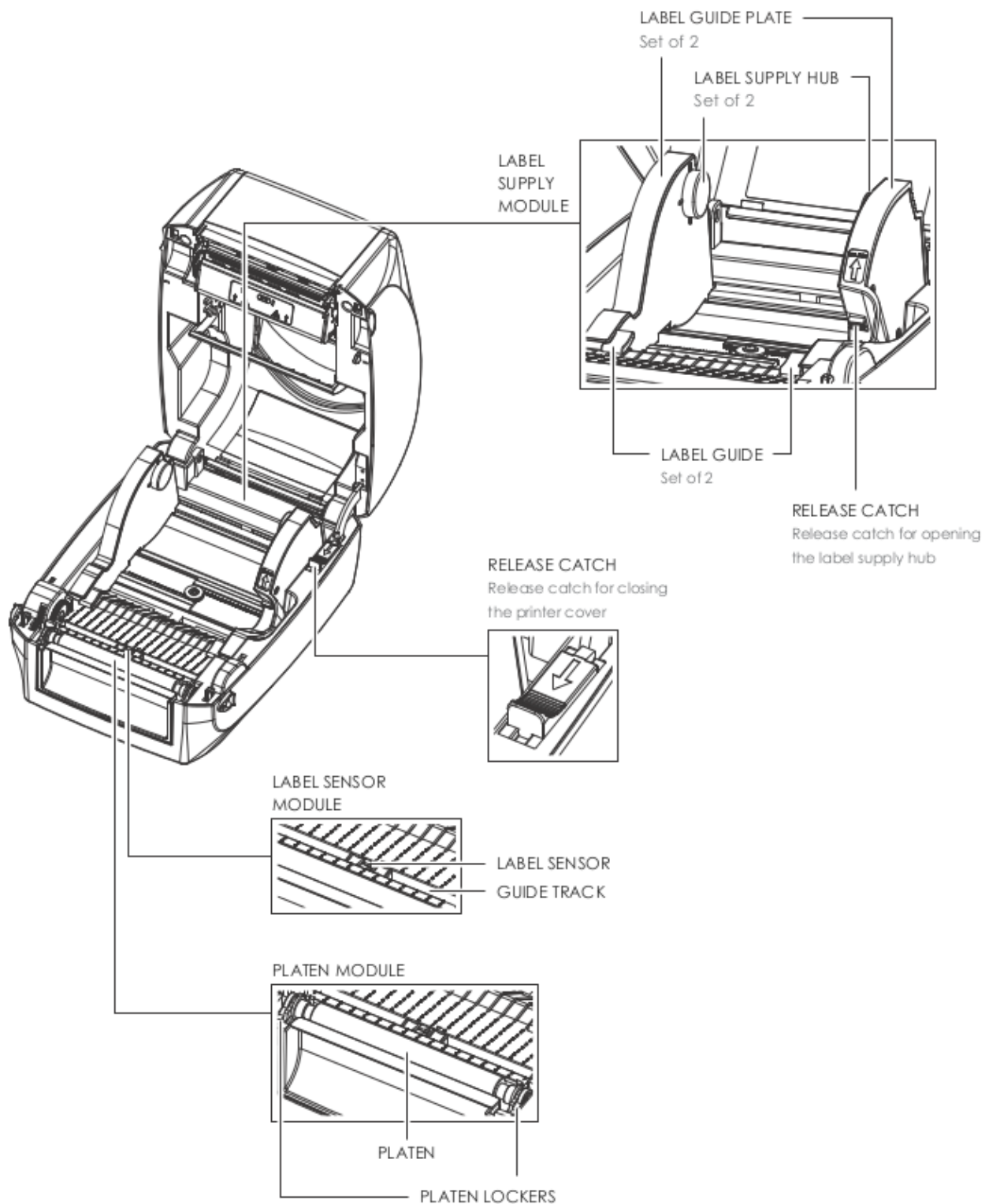
COVER OF THE MODULE CONNECTION JACKS

Notice

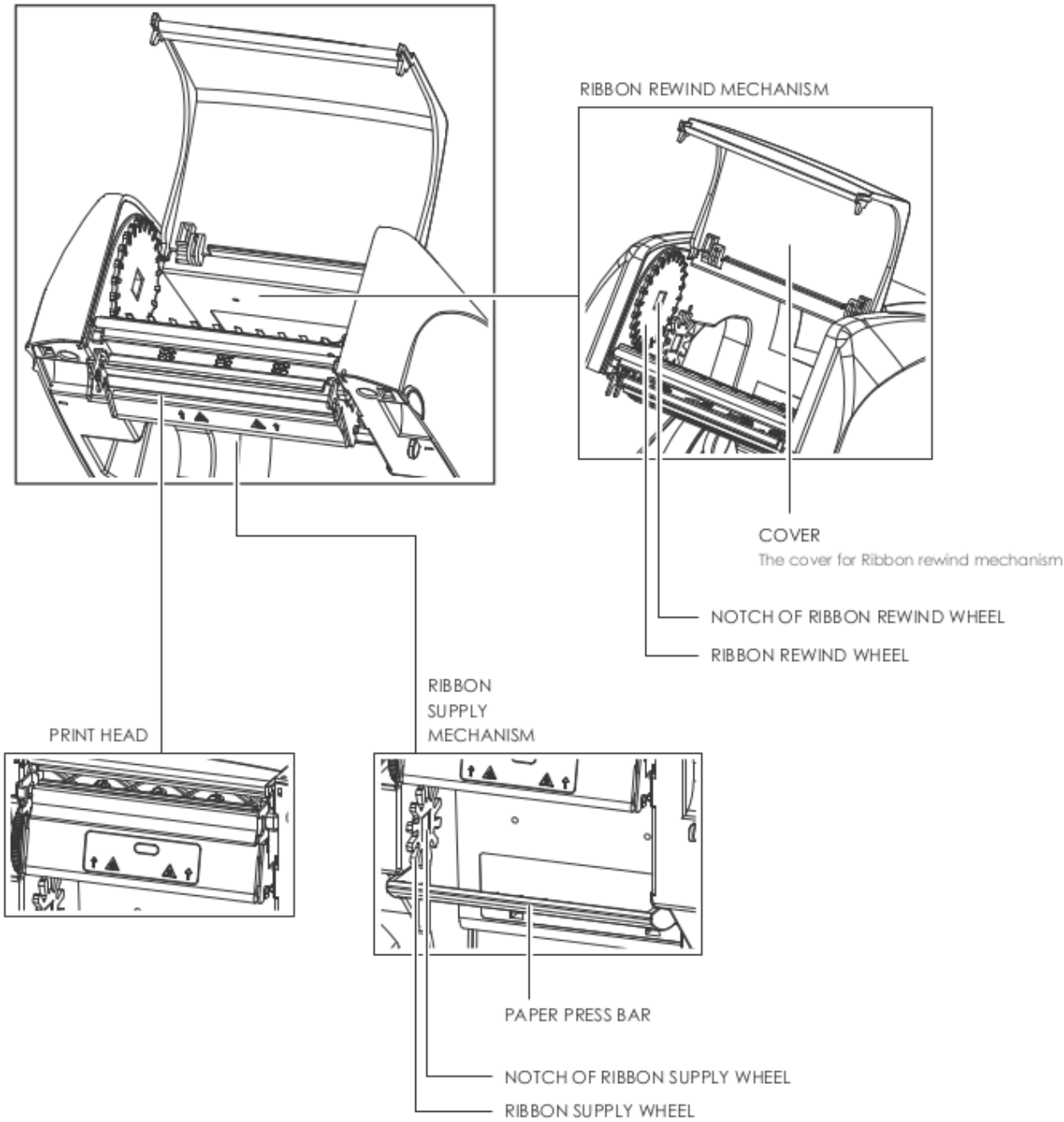
**** Cut-outs are not intended for wall-mount use.



The Internal View of Printer



The Printing Mechanism

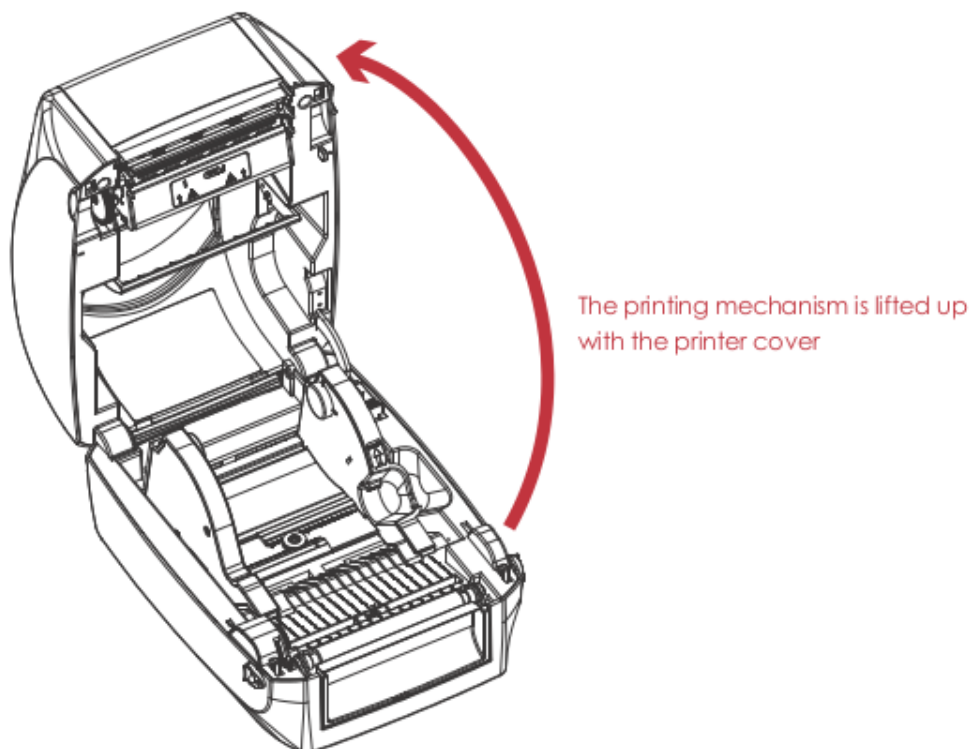


2 Printer Setup

2.1 Open the Printer

Open the Printer Cover and the Printing Mechanism

Place the printer on a flat surface. Open the printer cover by pulling the release catches on both sides of the printer and lift the printer cover.

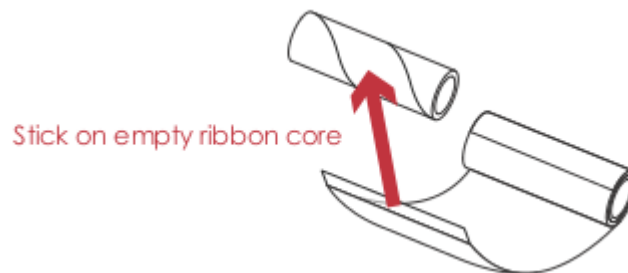


2.2 Loading the Ribbon

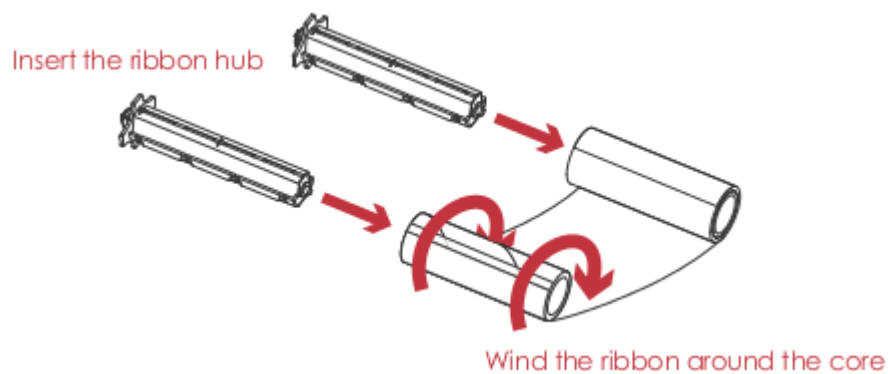
A New Ribbon Module Installation



1. Attach the ribbon to the empty ribbon core with the adhesive strip at the end of the ribbon.

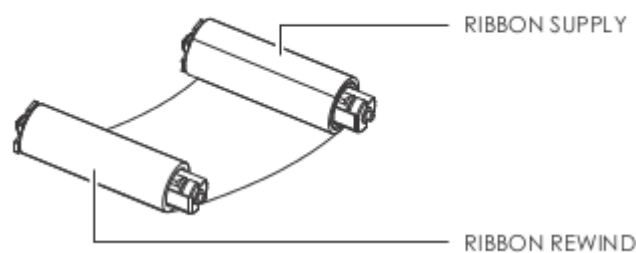


2. Insert the ribbon hub into empty ribbon core and new ribbon. Wind the ribbon around the empty ribbon core for 2 to 3 circles.

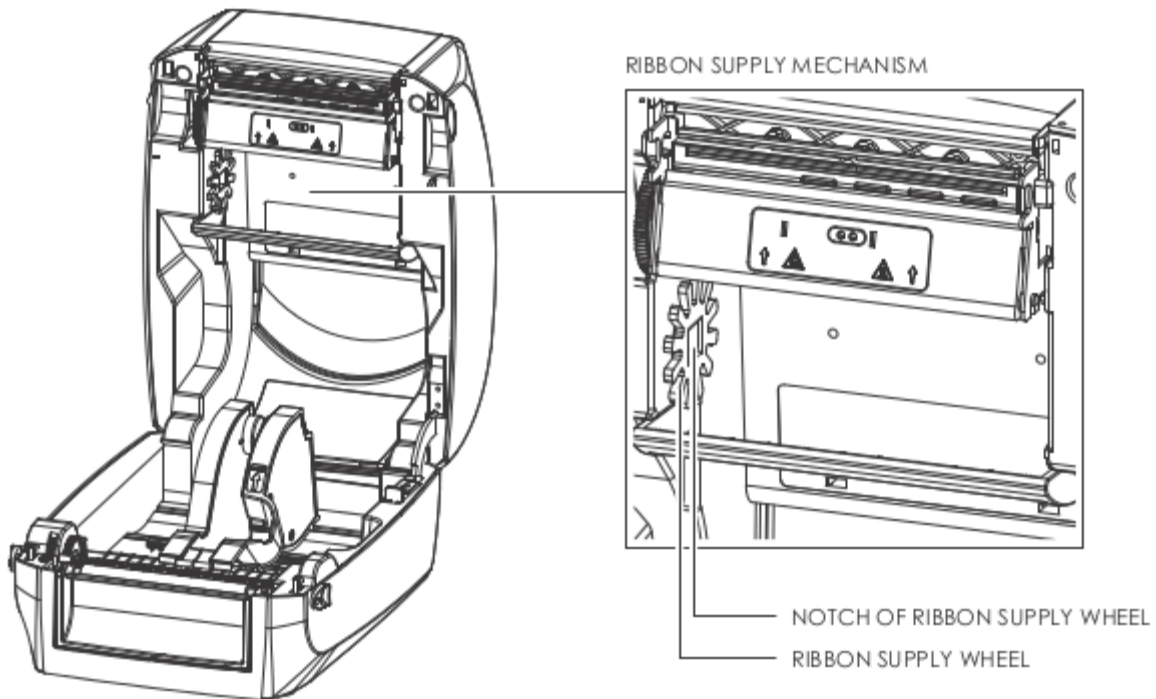


3. A ribbon module is assembled as below.

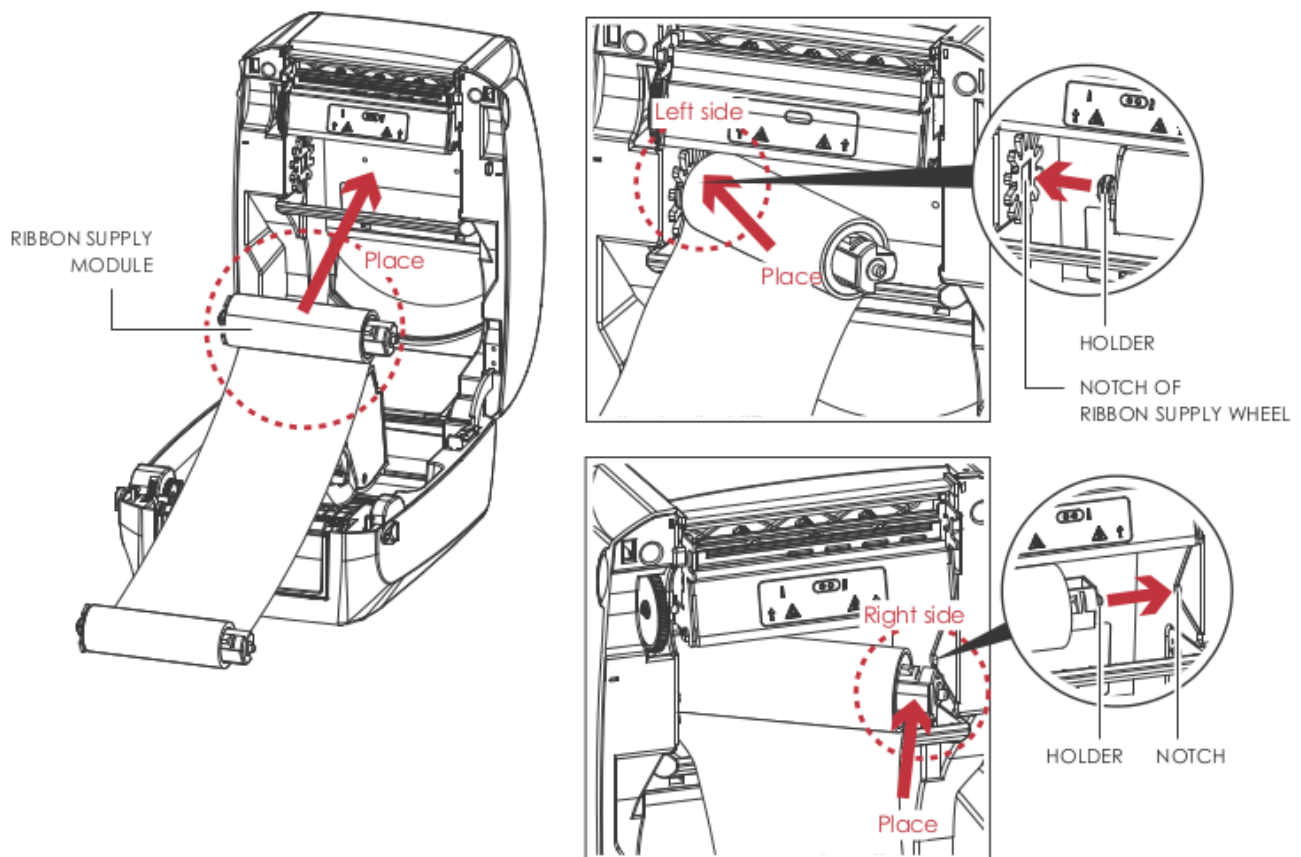
A NEW RIBBON MODULE



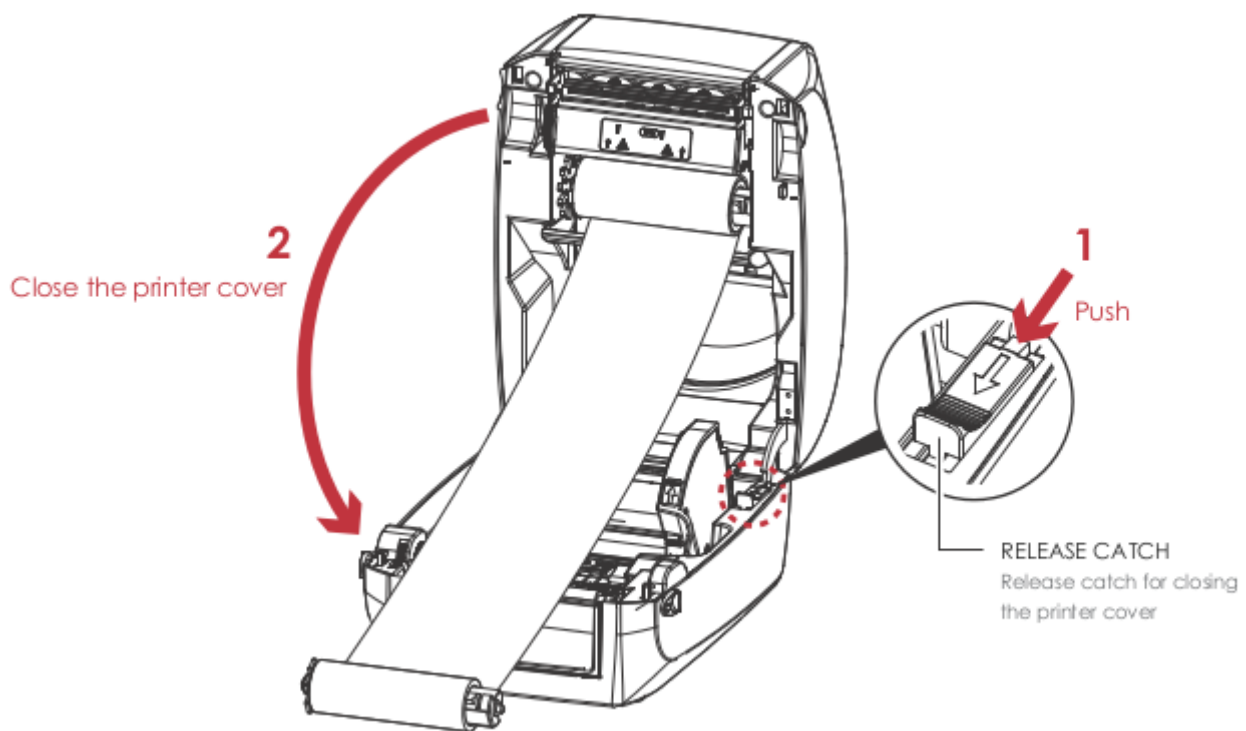
Load the Ribbon on the Printer For Ribbon Supply Module



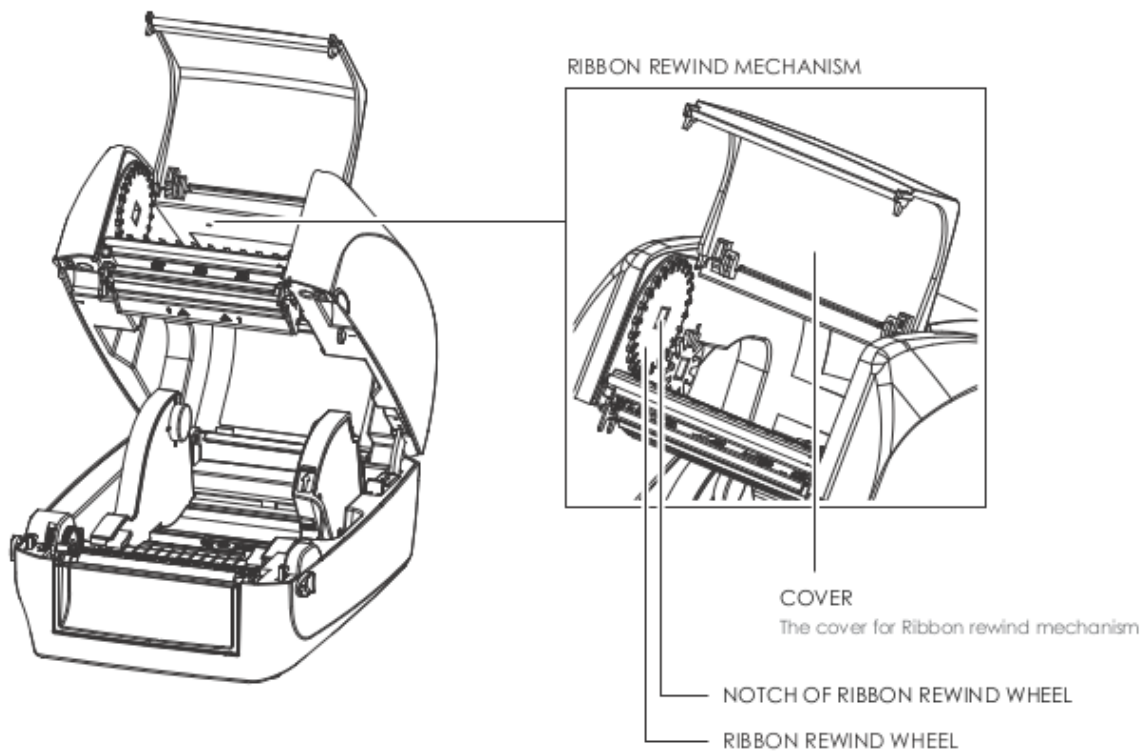
1. Place the ribbon supply module into the printing mechanism. Please the left-hand side of ribbon hub first. Make sure the holder of ribbon hub is inserted into the notch. Then place the right-hand side of ribbon hub.



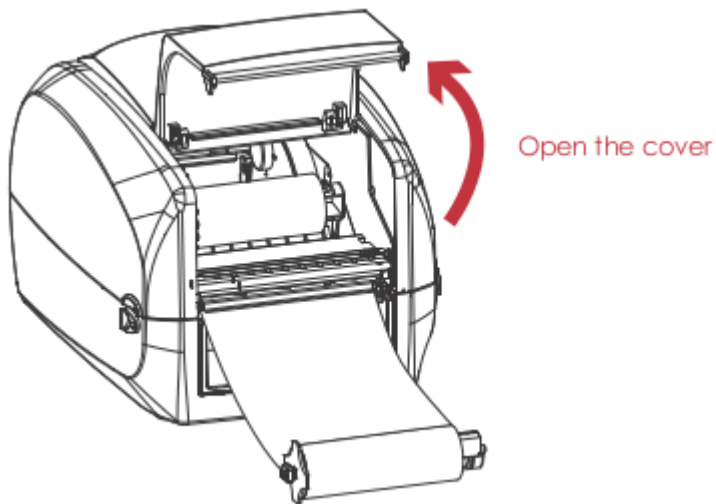
2. Unlock the release catch to close the printer cover. Push the release catch forward to unlock it.
The ribbon supply module loading is completed.



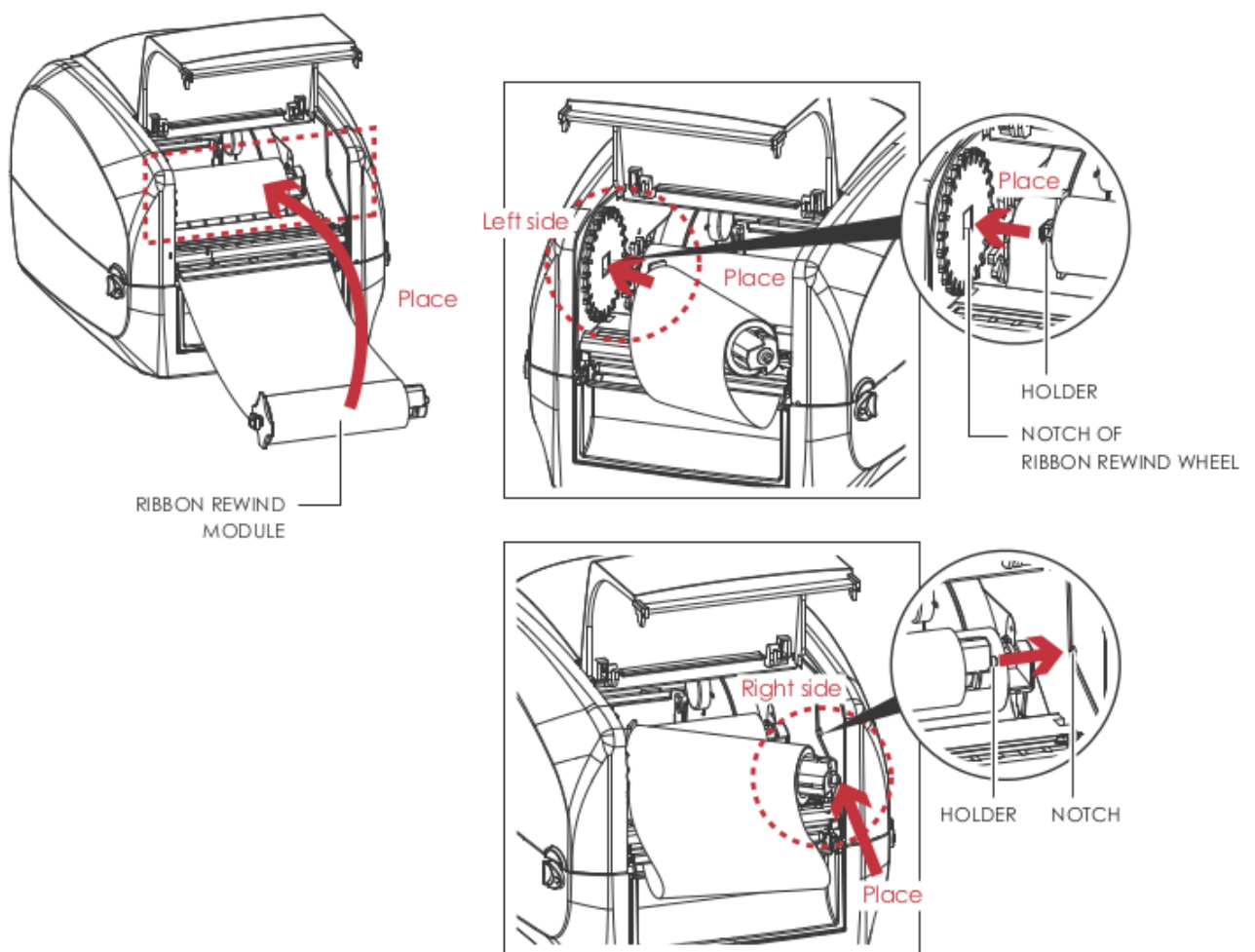
Load the Ribbon on the Printer For Ribbon Rewind Module



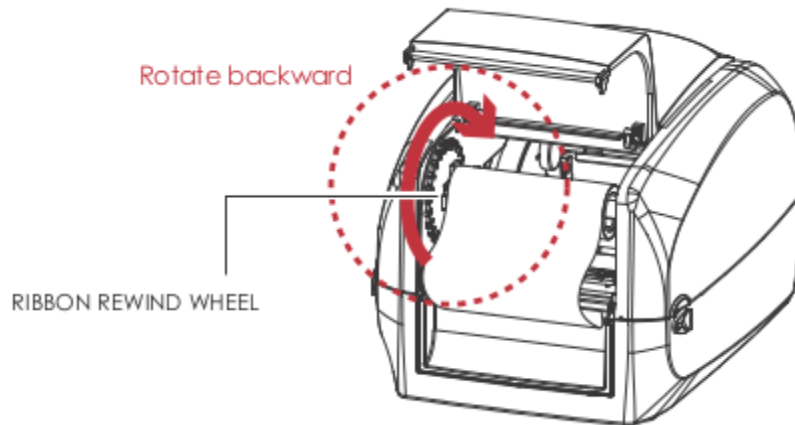
1. Open the cover of ribbon rewind mechanism.



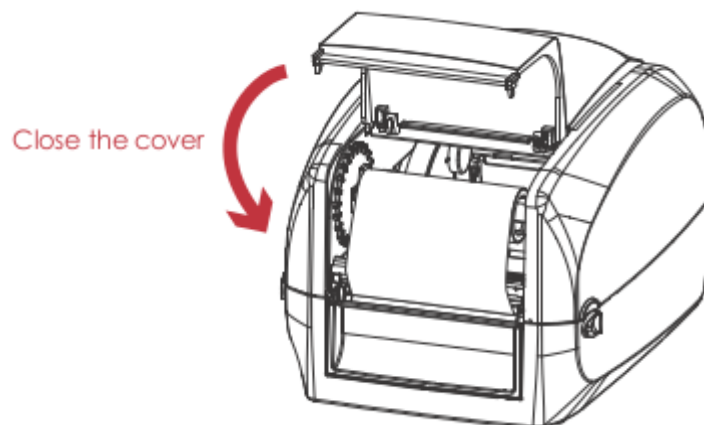
2. Place the ribbon rewind module into the ribbon rewind mechanism.
Please place the left-hand side of ribbon hub first. Make sure the holder of ribbon hub is inserted into the notch. Then place the right-hand side of ribbon hub.



3. Turn the ribbon rewind wheel to tighten the ribbon until it has no wrinkles.

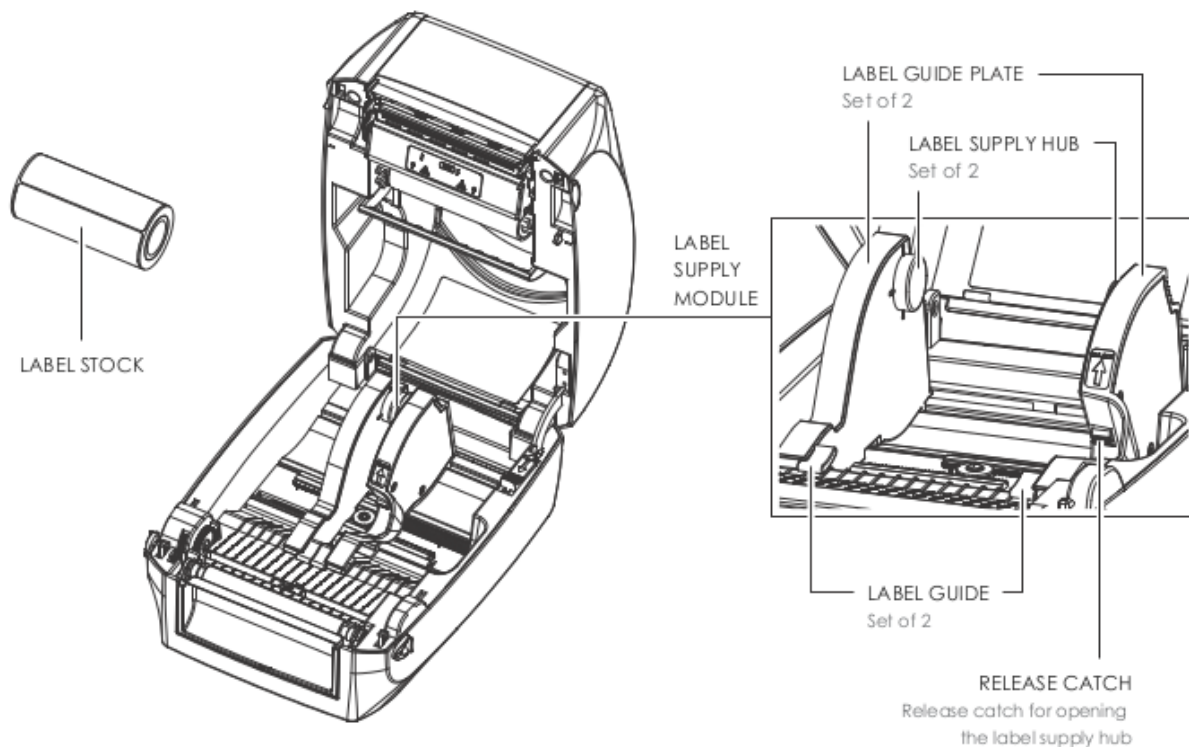


4. Close the cover of ribbon rewind mechanism.
The ribbon loading is completed once the ribbon supply module and ribbon rewind module are assembled correctly.

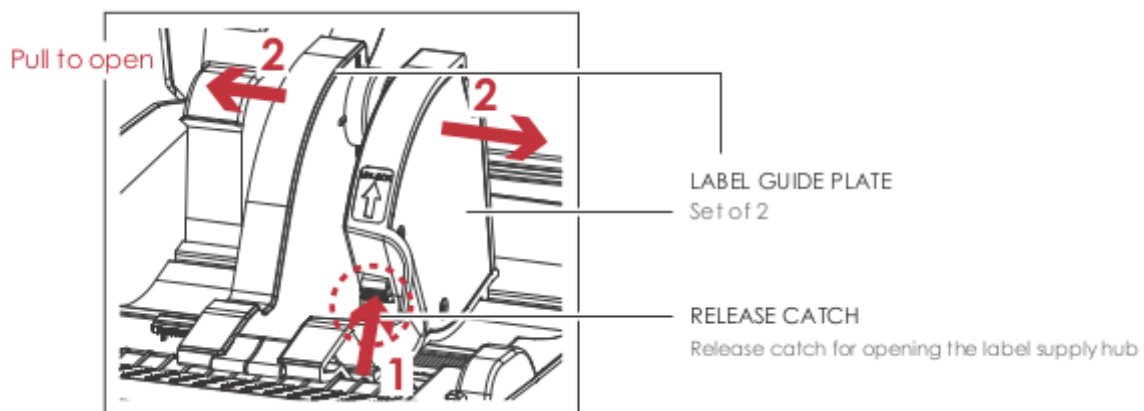


2.3 Loading the Label Roll Module

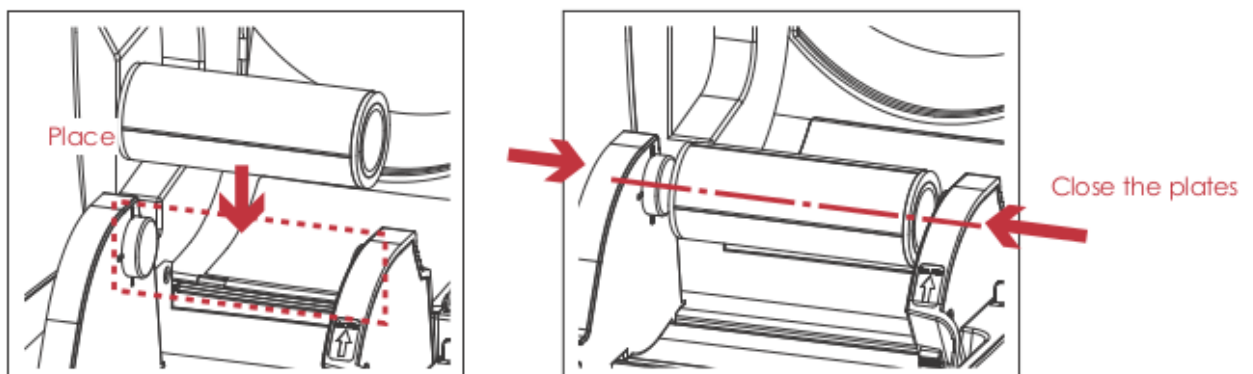
Load the Label Stock on the Printer



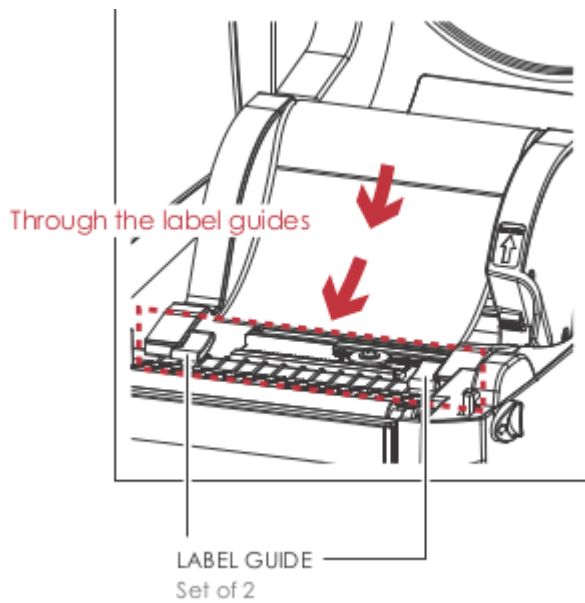
1. Unlock the ribbon catch and pull to open the label guide plate.



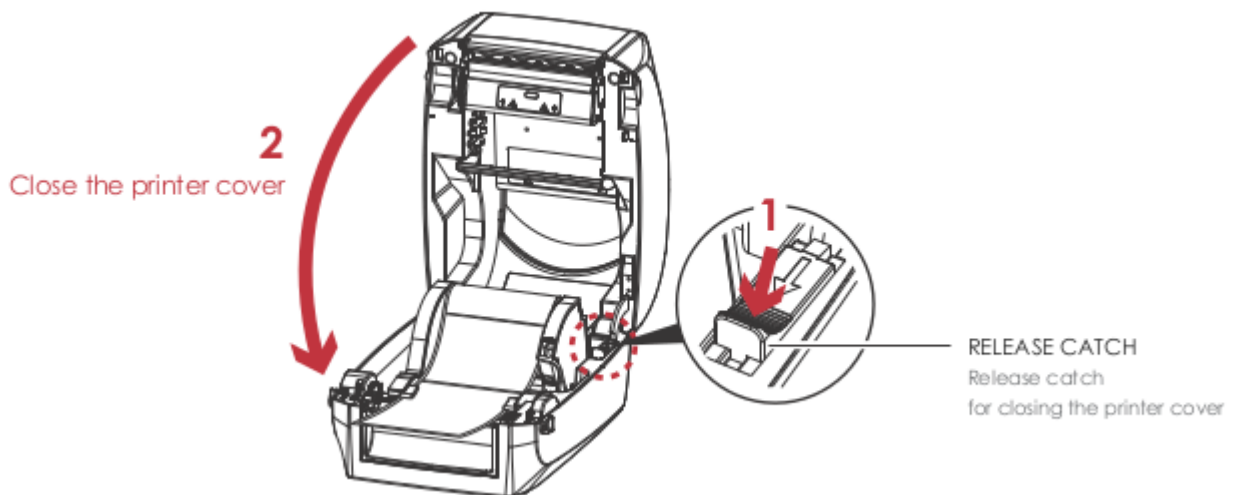
2. Place the label stock on label supply hubs. Make sure the label stock is aligned to both hubs. Adjust the label guide plates to fix the label width. Remember to push the release catch when moving the label guide plates.



3. Feed the Label through the label guides. The label guides will help to prevent the label swaying.



4. Unlock the release catch to close the printer cover.



5. Press the FEED key and make sure the label is fed smoothly. The label loading is completed now.

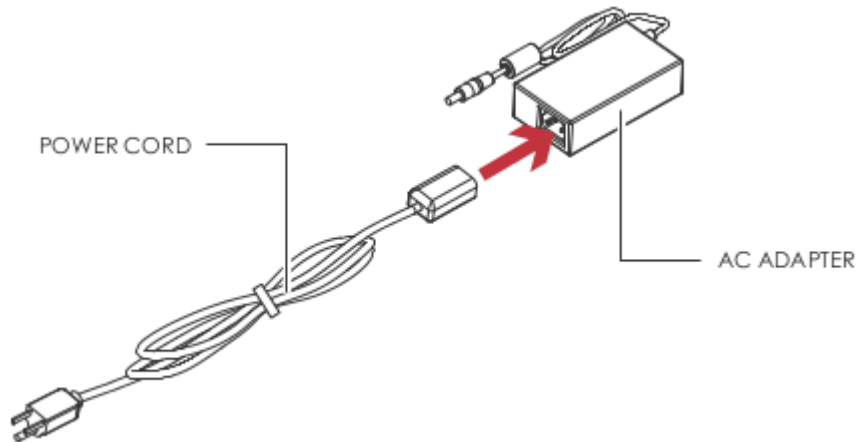


Notice

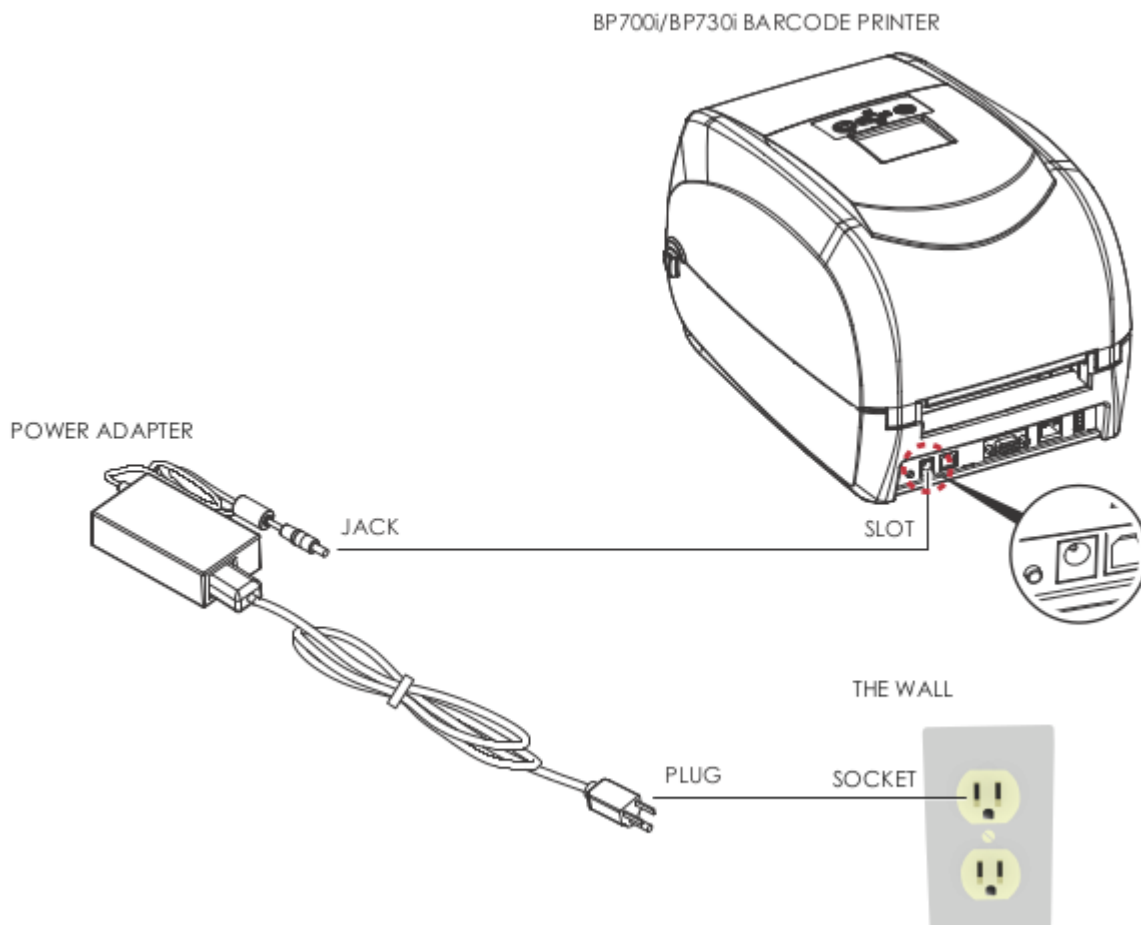
* Please keeps the rack gear clean to ensure the smoothness of label holder.

2.4 Connecting the Printer to the Host Computer

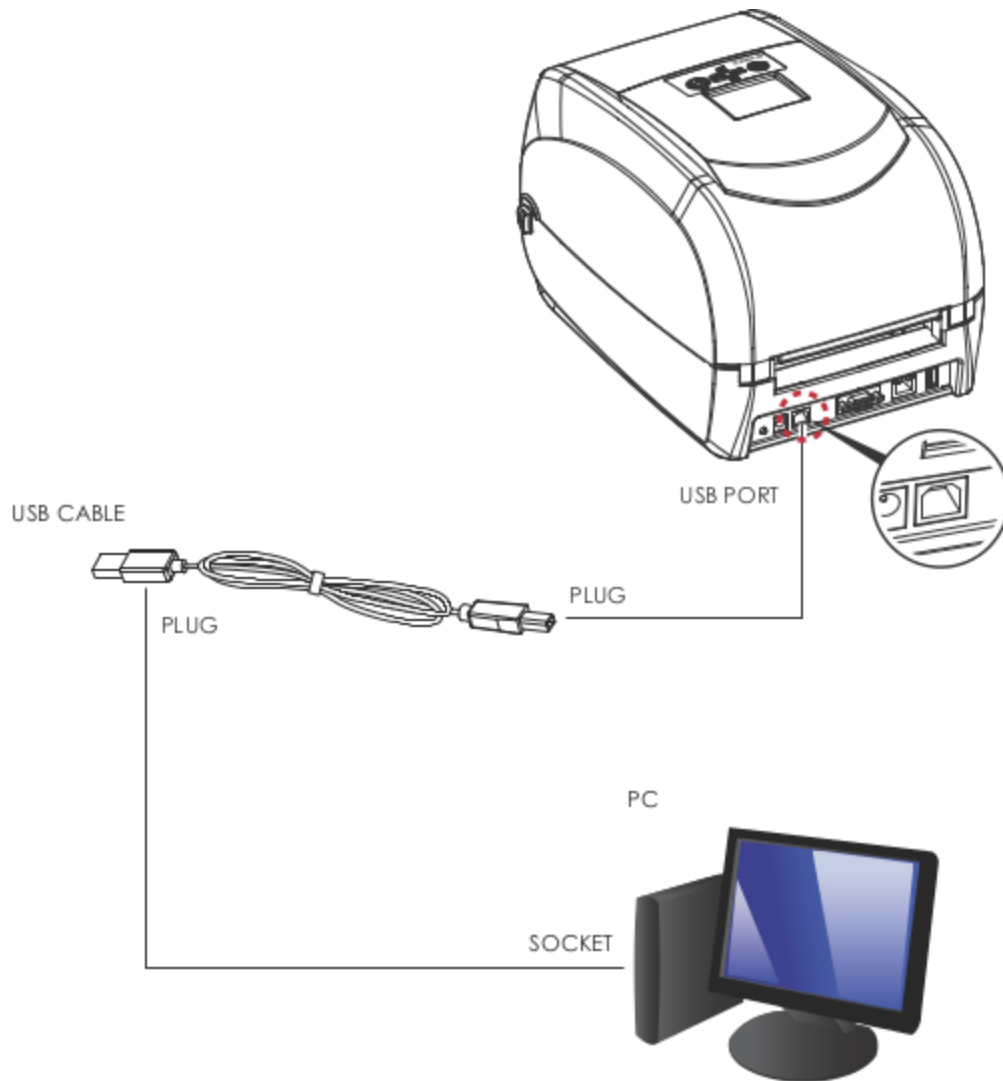
1. Please make sure that the printer is switched off.
2. Connect the power cord to the AC adapter.



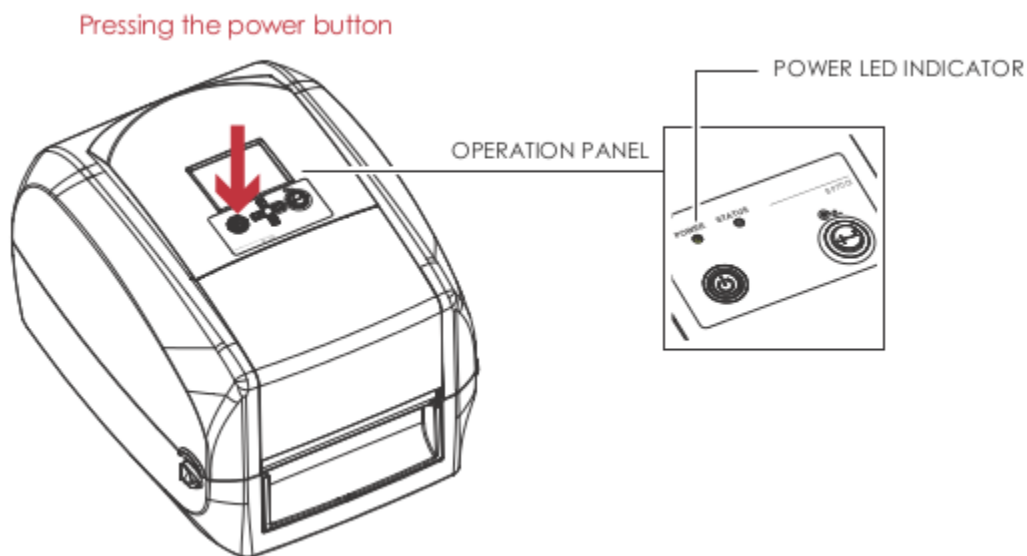
Connect the jack of the power adapter to the printer and connect the plug of the power adapter to the socket of the wall.



3. Connect the USB/serial cable to the printer and host computer.



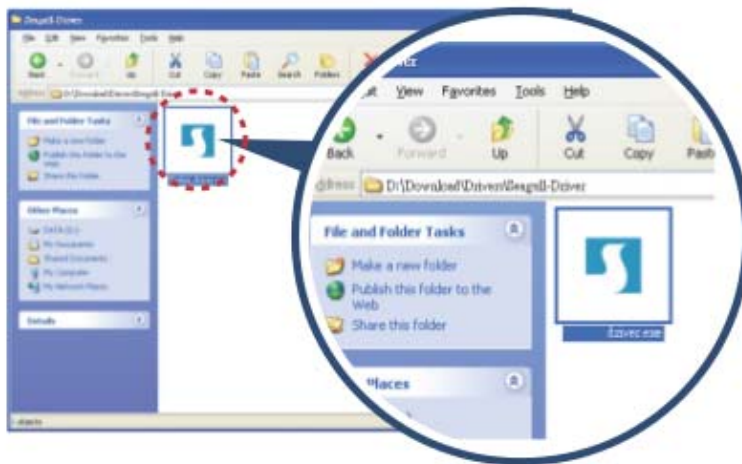
4. Pressing the power button. The LED indicator should now lights up.



2.5 Installing Printer Driver Directly from CD Folder

1. Insert the product CD in the CD/DVD drive of the host computer and open the "Seagull Drivers" folder on the CD.

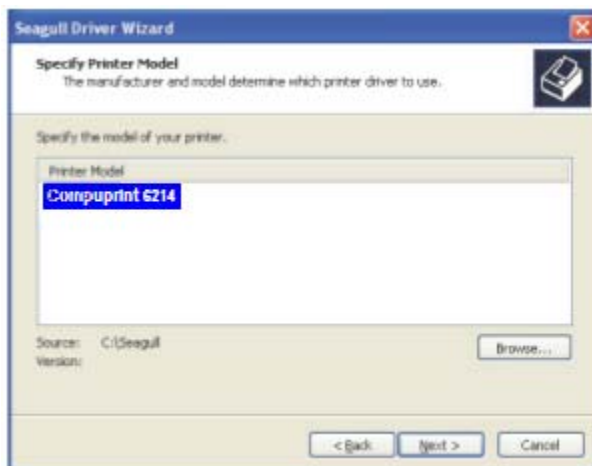
Select the icon for the driver file and click it to start the installation.



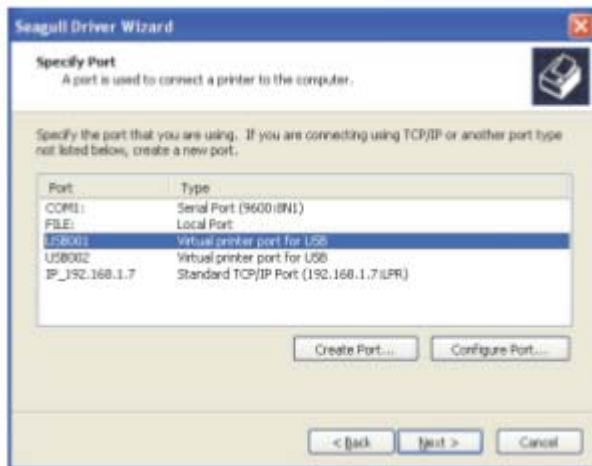
2. Follow the instructions on the screen. The Driver Wizard guides you through the installation procedure. Select "Install printer drivers".



3. Specify your printer model.



4. As the printer driver and QLabel are installing, a screen will display a progress bar.



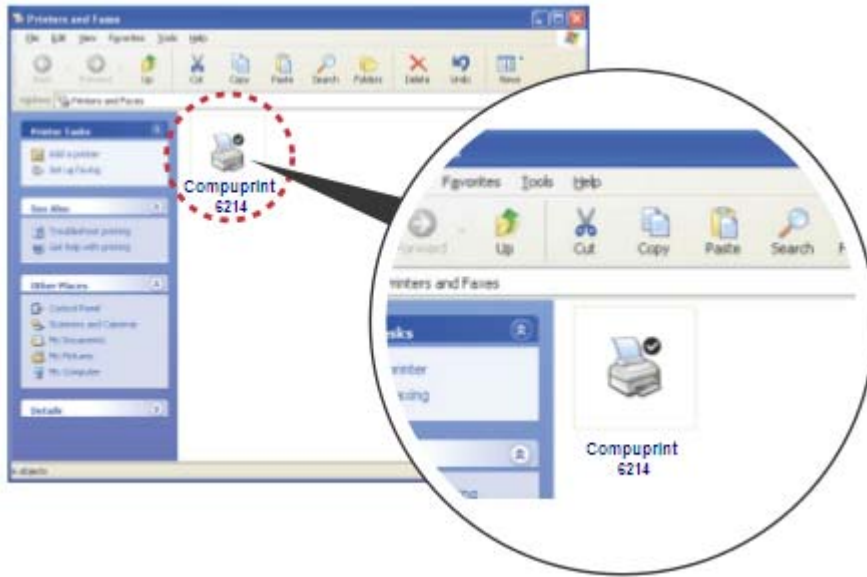
5. Enter a printer name and assign the appropriate rights.



6. Once the installation is complete, a summary of the printer settings is displayed. Check whether the printer settings are correct and click "Finish" to start copying the driver files. Wait until copying is complete, then finish the installation.



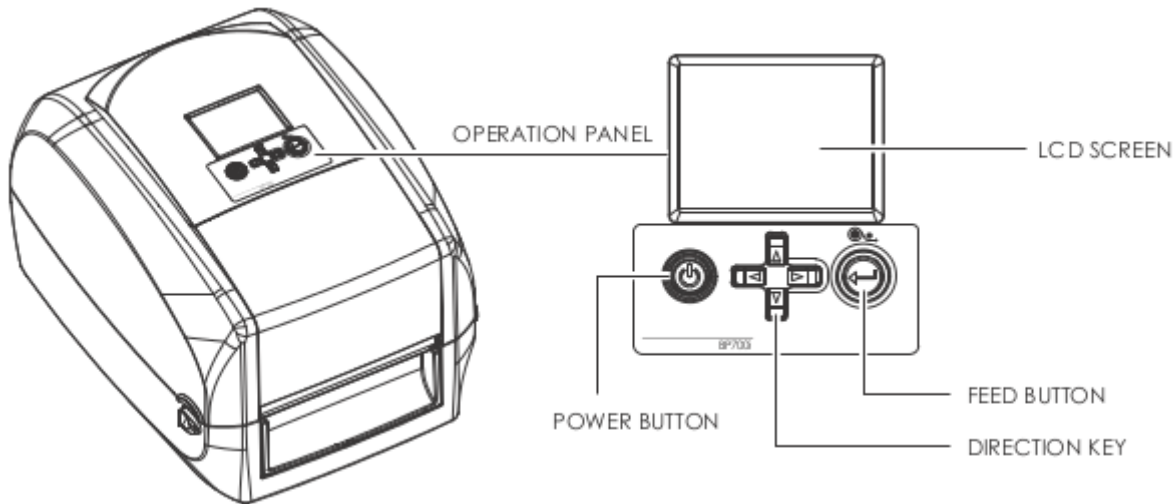
7. Once the driver installation is complete, the new printer should appear in the "Printers and Faxes" folder.



3 Printer Setting and Control

3.1 Operation Panel

Operation Panel Introduction



POWER Button

Press the POWER button to turn on the printer, and the START UP SCREEN appears. The printer is on “ready to print” status, the LCD screen should display the message “READY” on the screen.
When printer is turned on, keep pressing the POWER button for 3 second will turn the printer off.

FEED Button

When you press the FEED button, the printer moves the label to the defined stop position.
If you are using continuous labels, pressing the FEED button will move label stock until you release the button again.
If you are using individual labels, pressing the FEED button will move only one label.
If the label does not stop at the correct position, you need to run the auto-detection function on the label stock, please see Section 3.4 Label Calibration and Self Test.

3.2 LCD Interface Introduction

Getting Started

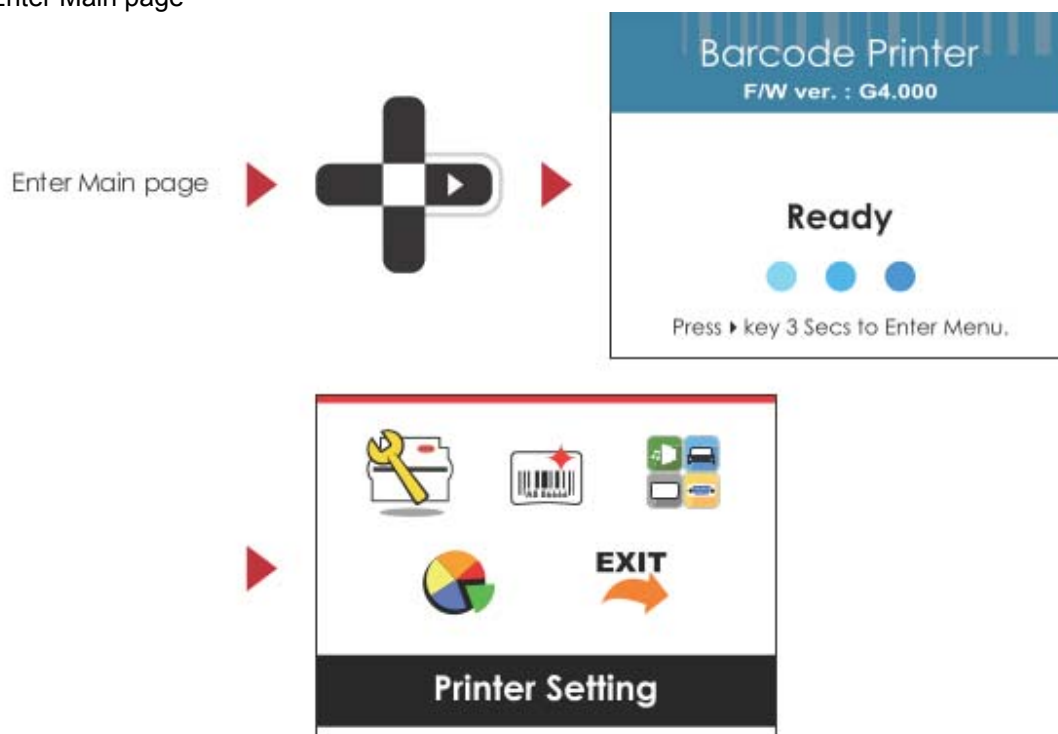
Press the POWER button to turn on the printer, and the START UP SCREEN appears.
Power on



If the printer is on "ready to print" status, the LCD screen should display the message "Ready" on the screen.



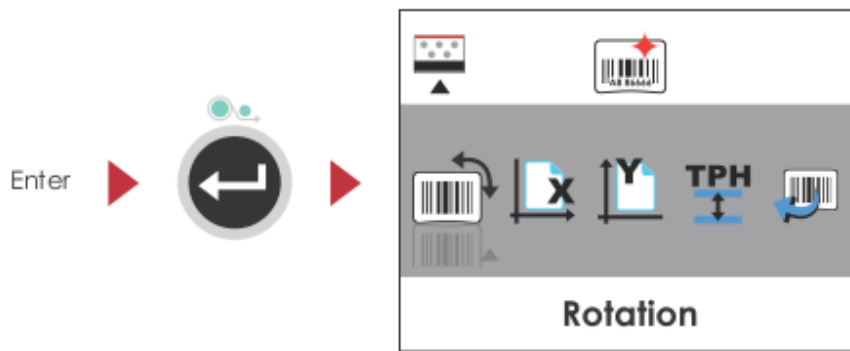
Please keep pressing ▶ button and wait for the timer to be filled, then the LCD INTERFACE will enter into the MENU for SETTING MODE. You can make various setting functions in SETTING MODE.
Enter Main page



Operations on Setting Page

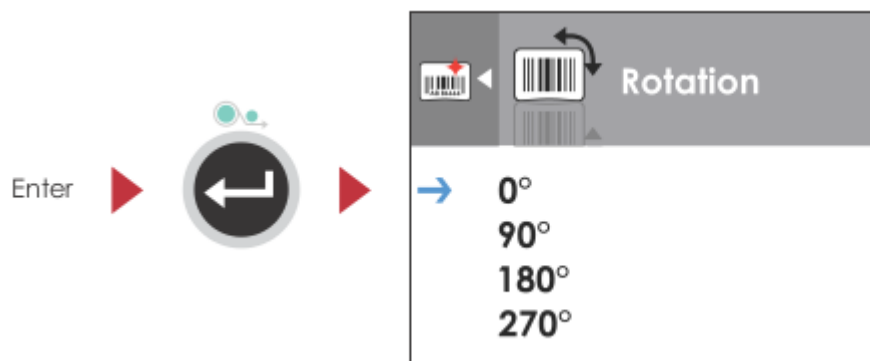
On MENU, press ► or ◀ button to move the cursor and select the functions.

Select a designated function and press FEED button, you will enter the SETTING PAGES for the function.

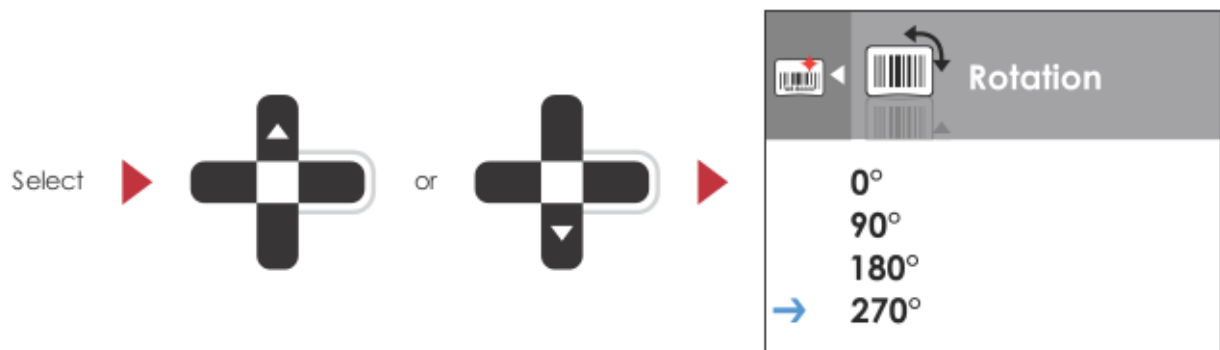


On SETTING PAGES press ► or ◀ button to select the setting items.

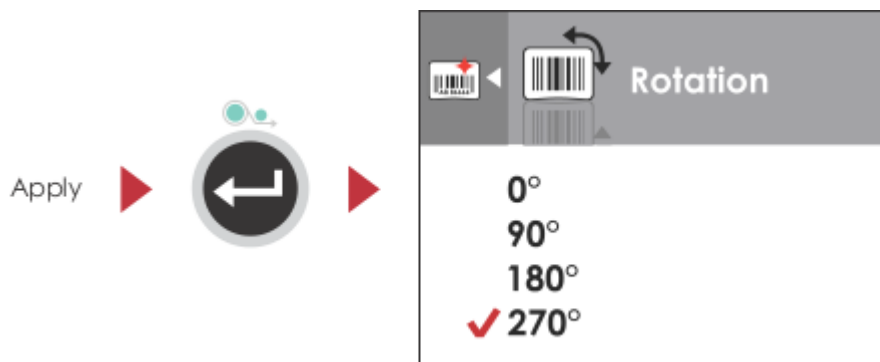
Select a designated function and press FEED button, you will enter the SETTING VALUE PAGES for the setting items.



On SETTING VALUE PAGES, press ▲ or ▼ button to change the setting values.



Press FEED button will apply the setting value you just selected, and the red tick will appear to mark the value.



Notice

* The blue arrow indicates the value you are selected.

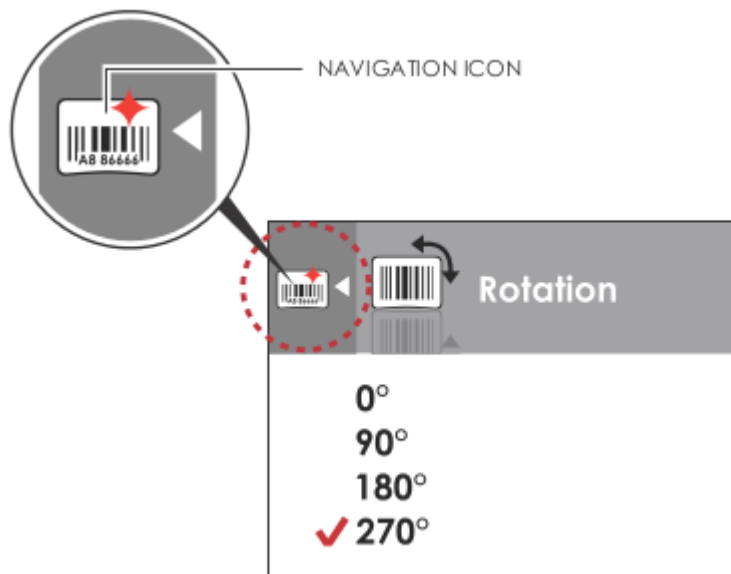


** The red tick indicates that the selected value is applied now.

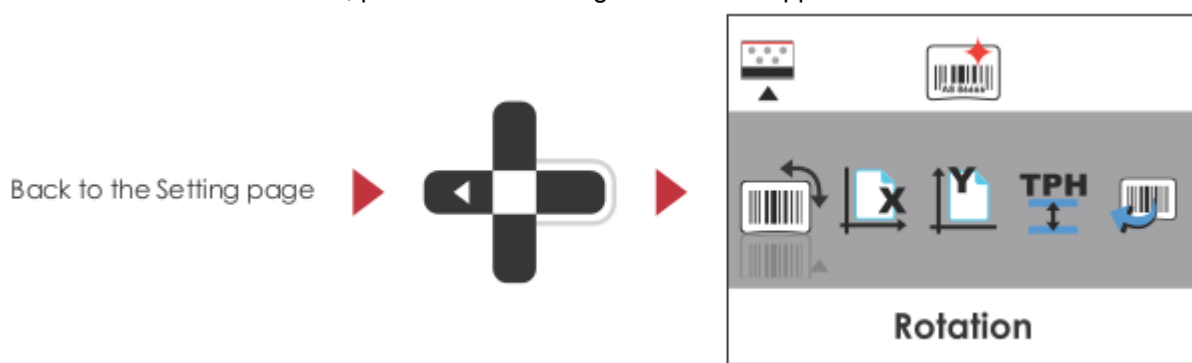


Exit from Current Page to Ready Status

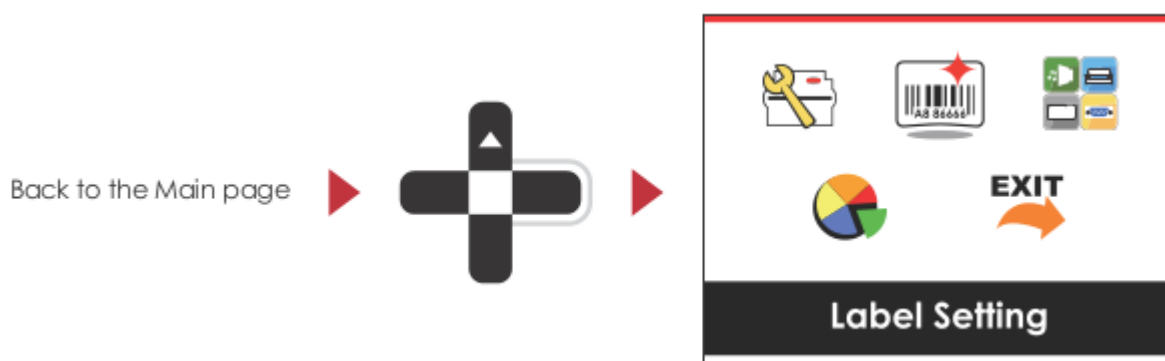
The icon on top-left corner displays the capture of upper level screen and also guides you back to upper level with left or up arrow.



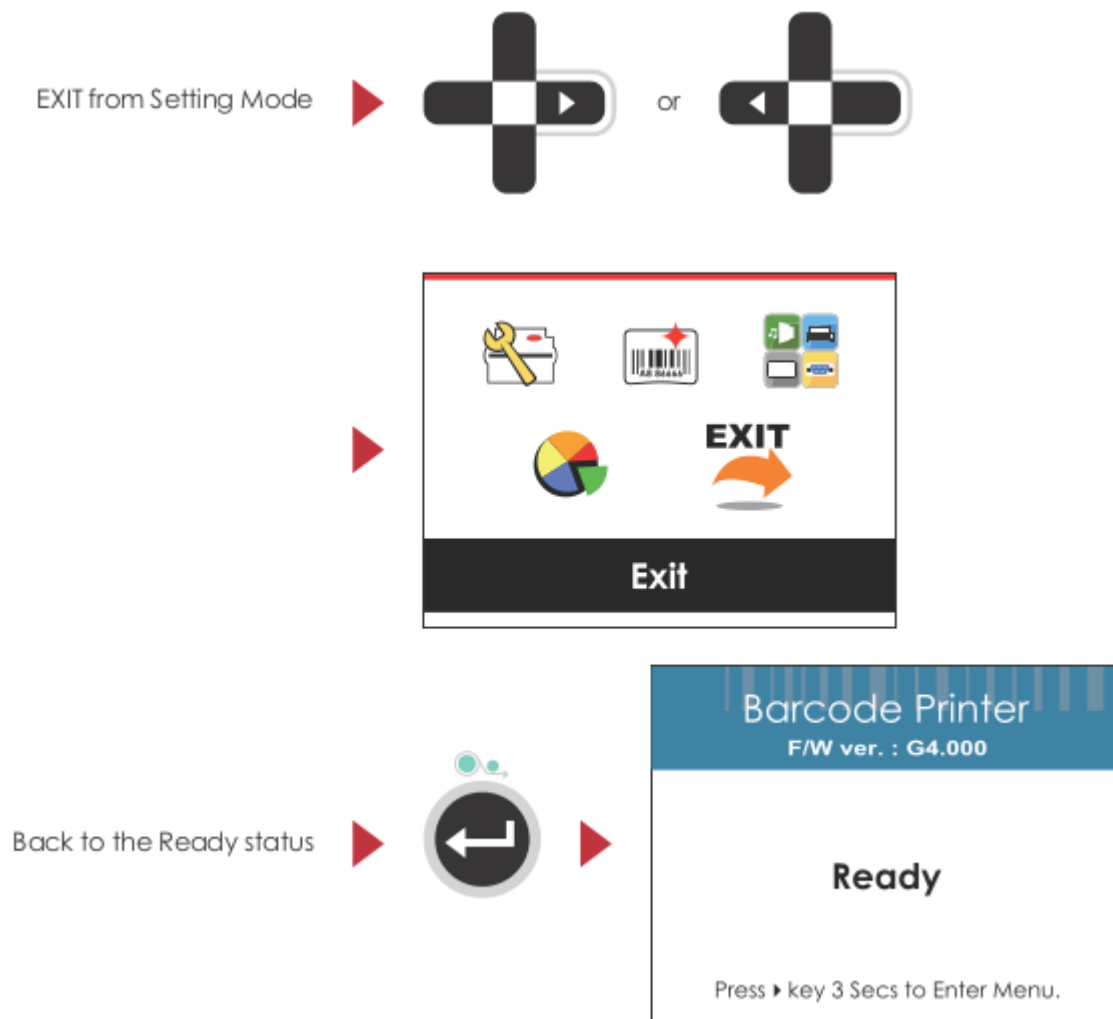
On SETTING VALUE PAGES, press ◀ button will go back to the upper level screen.



On SETTING VALUE PAGES, press ▲ button will go back to the MAIN PAGE screen.



On Main PAGE, select the “EXIT” icon and press the FEED button to exit from SETTING MODE and the printer goes back to READY status.

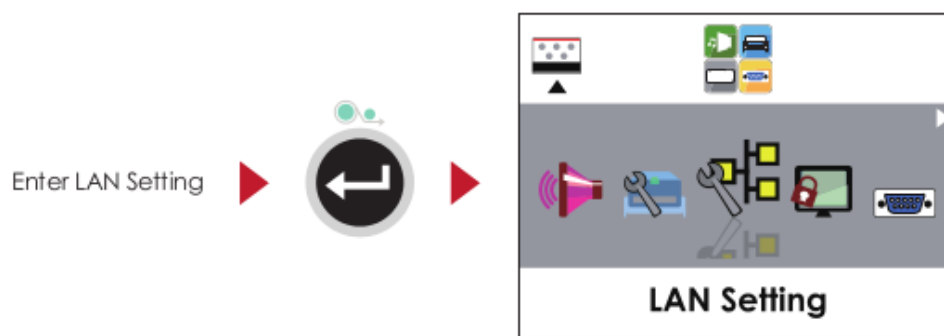
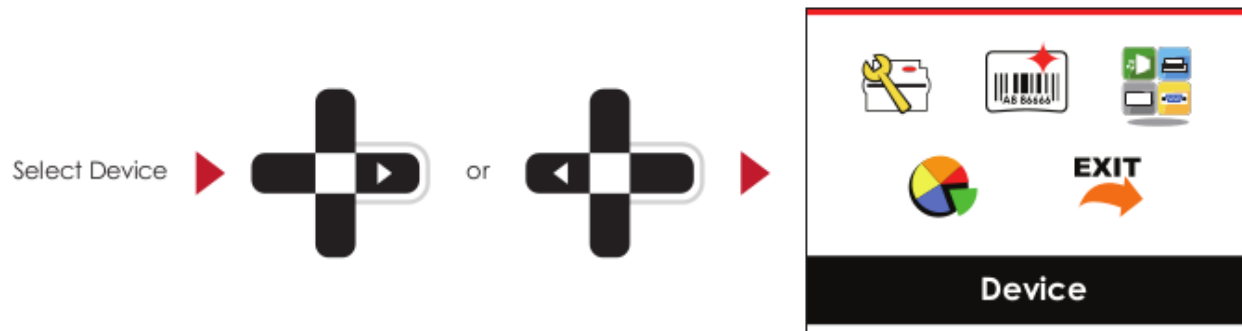


3.3 LAN Setting

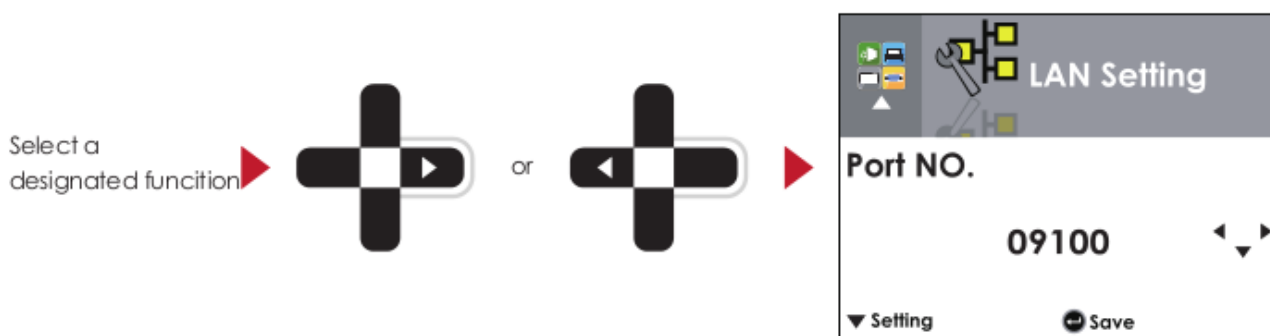
Operations on Setting Page

On MAIN PAGE press ► or ◀ button to move the cursor and select the functions.

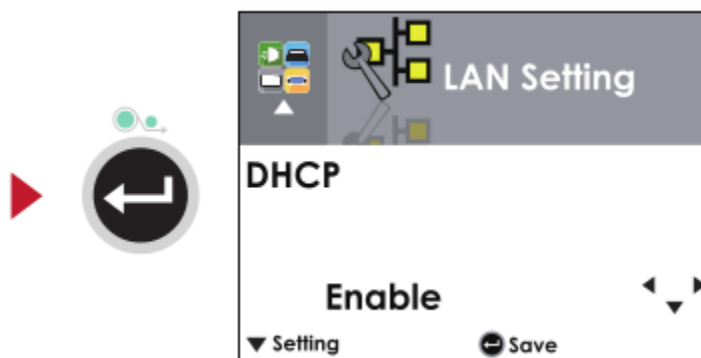
Select a designated function and press FEED button, you will enter the SETTING PAGES for the function.



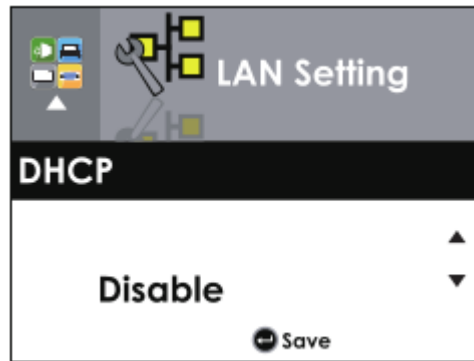
On LAN Setting PAGE press ► or ◀ button to select the setting items.



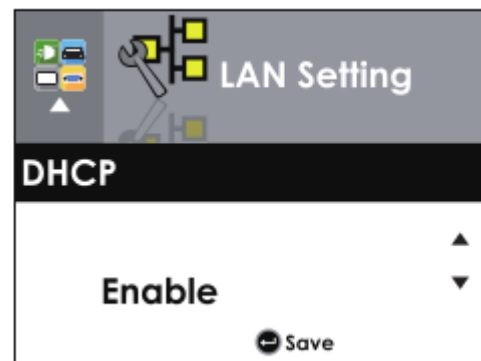
Select DHCP and press FEED button, you will be able to setup DHCP function



The default of DHCP is Disable. Press ▲ or ▼ button to change the setting values.

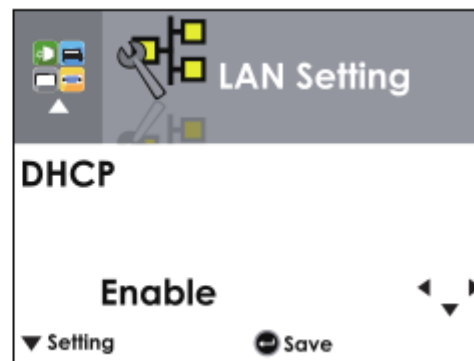


Select ▼ to enable DHCP

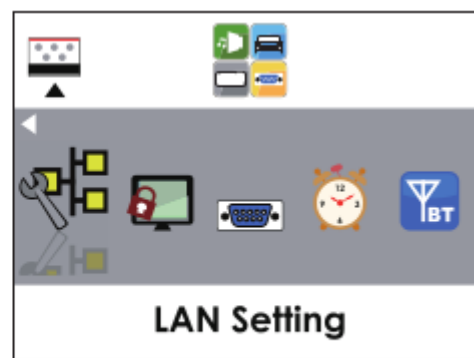


Press FEED button twice to save the setting.

Press FEED once to exit.



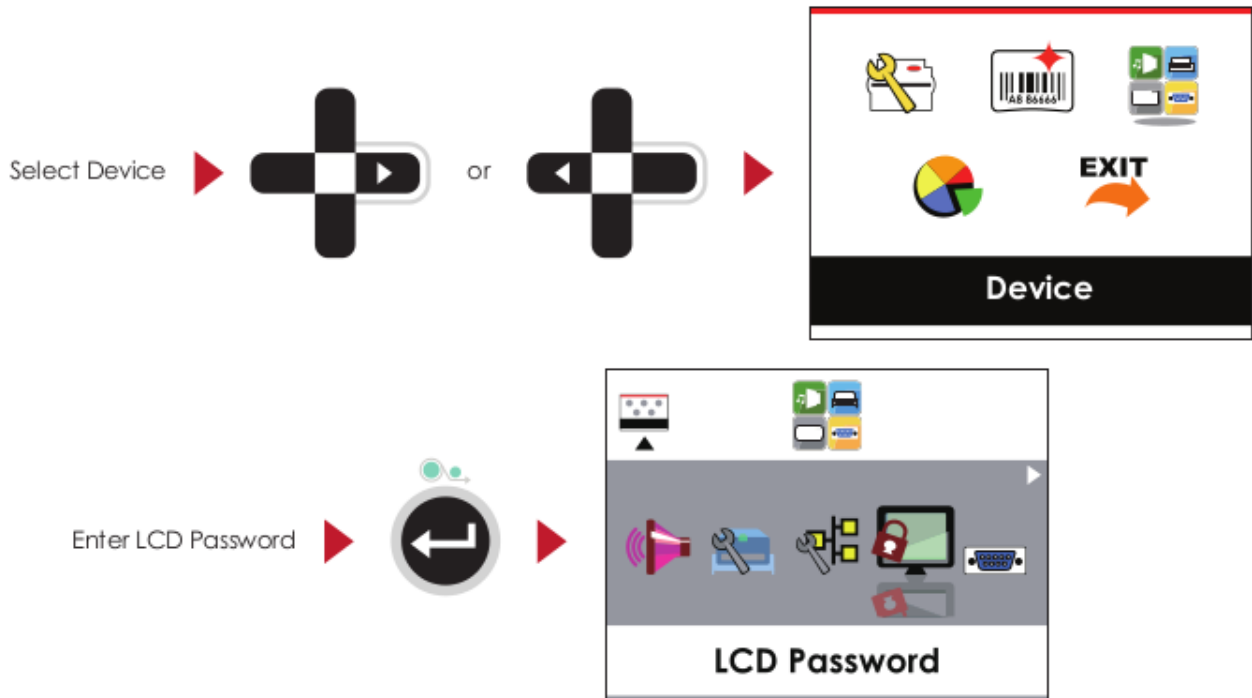
Press FEED again to save and return to previous SETTING PAGE.



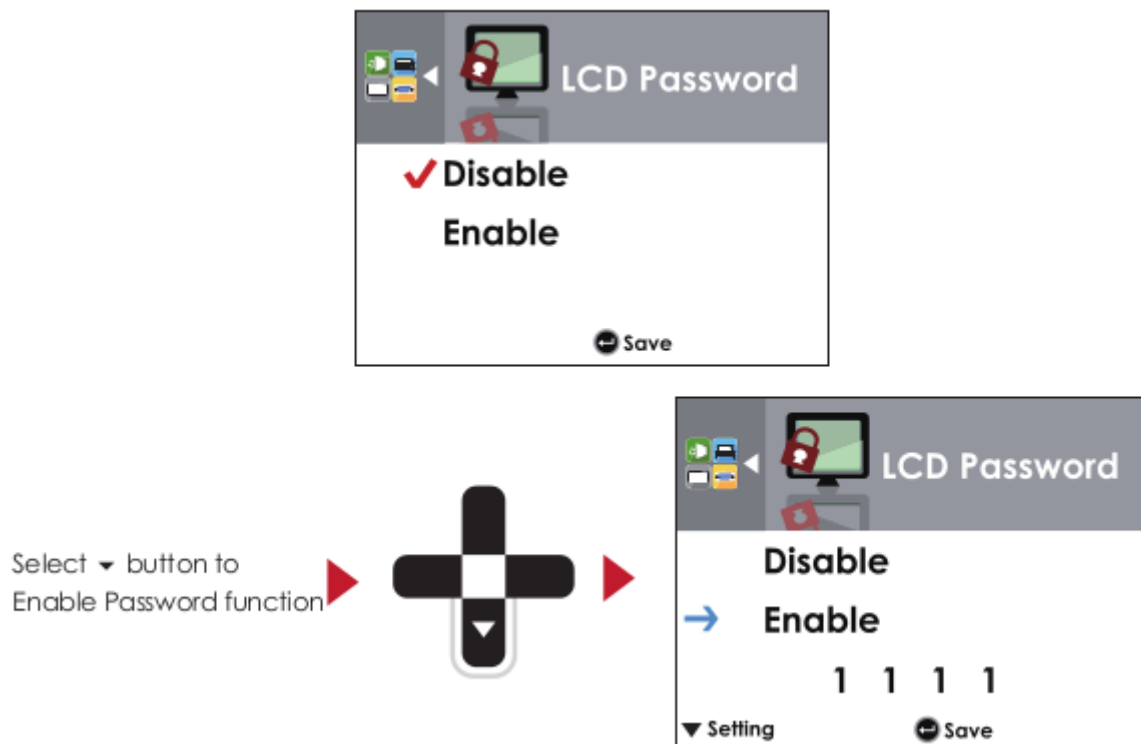
3.4 LCD Password

Operations on Setting Page

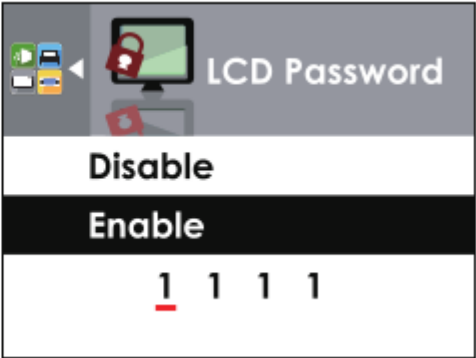
On MAIN PAGE, press ► or ◀ button to move the cursor and select the functions. Select a designated function and press FEED button, you will enter the SETTING PAGE for the function.



The default of LCD Setting is Disable. Press ▲ or ▼ button to change the setting values.



Select ▼ button again to
setup the password

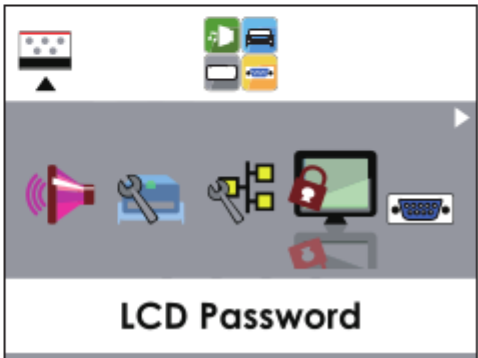


Press FEED button twice to save the setting

Press FEED button once to exit.



Press FEED button again to save and
return to previous SETTING PAGE



3.5 LCD Interface Function

Main Page



Printer Setting

Setting items for printer, ex. Printing speed, darkness.
Also includes a Printing Wizard for your ease of printing.



Label Setting

Setting items for printing label, ex. Rotation, Printing position offset.



Device

Option modules and connection port settings.



Analysis

Self-Diagnose functions for printer, ex. TPH testing, self-test page printing.



Exit

Exit from Setting Mode.

Setting Items in Setting Mode



Printer Setting

LCD Language	English	
	German	
	繁體中文	
	简体中文	
Wizard	Speed	2-5 or 7
	Darkness	0-19
	Media Type	Label with Gaps
		Label with Marks
		Continuous
	Printer Mode	Direct Thermal
		Thermal Transfer
Setting	Tear-off Position	0-40
	Darkness	0-19
	Speed	2-5 or 7
	Sensor	Media Detection
		Auto Select
		See-Through
	Media Type	Reflective
		Label with Gaps
		Label with Marks
		Continuous
	Printing Mode	Direct Thermal
		Thermal Transfer
	Tear-off Position	0-40
	Top of Form	Apply
		Cancel
	Codepage	850
		852
		437
		860
		863
		865
		857
		861
		862
		855
		866
		737
		851
		869
		Win 1252
		Win 1250
		Win 1251
		Win 1253
		Win 1254
		Win 1255
		Win 1257



Label Setting

Rotation	0°
	90°
	180°
	270°
Horizontal Offset	-100 - 100
Vertical Offset	-100 - 100
Start Offset	-100 - 100
Recall Label	001 Form Name
	002 Form Name



Device

Buzzer		Apply
		Cancel
Optional Setting	Option	None
		Cutter
		Label Dispensor
	Applicator	
	Pre-Printing	Apply
		Cancel
LAN Setting	Part NO.	09100
	DHCP	Disable
		Enable
	Default Gateway	192.168.000.254
	Dynamic IP	192.168.102.076
Subnet Mask		255.255.255.000
LCD Password		Disable
		Enable
Serial Port Setting	Baud Rate	4800 bps
		9600 bps
		19200 bps
		38400 bps
		57600 bps
		115200 bps
	Parity	Non
		Odd
		Even
	Data bits	7 bits
8 bits		
Stop bits	1 bits	
	2 bits	
RTC Setting	Clock Display	Apply
		Cancel
	RTC Setting	YYYY/MM/DD
		HH:MM:SS
Bluetooth Setting	Clear Bind	Enable
		Disable
	Make Device Visible	Enable
		Disable
	SSP	Enable
		Disable
PIN Code		0000
Search Devices		
Calibration		Apply
		Cancel
Self-test		Apply
		Cancel
TPH Testing		Apply
		Cancel
Reset to Default		Apply
		Cancel
Clear Memory	Label Format	Apply
		Cancel
	Graphic	Apply
		Cancel
	Bitmap Fonts	Apply
		Cancel
	True Type Fonts	Apply
		Cancel
Asian Fonts	Apply	
	Cancel	
ALL		Apply
		Cancel
Exit		



Analysis



Exit

Status of LCD Interface






When printer is on standby status (ready to print), the LCD interface will display "Ready" on screen. You can only print on this "Ready" status.



If there is any printers error, the LCD screen will display the error screen to show the type of error. You can fix the error according the notice.



Icon Definition

	To upper level	Appears on the NAVIGATION ICON of Setting Pages. It guides you back to upper level by pressing "LEFT" key.
	To upper level	Appears on the NAVIGATION ICON of Setting Value Pages. It guides you back to upper level by pressing "UP" key.
	Lock	On Setting Value pages, press "RIGHT" key to lock the value for preventing unexpected change.
	Unlock	For locked value, press "RIGHT" key again to unlock the value.
	Scroll the value	On Setting Value pages, press "UP" or "DOWN" key to scroll the values for your selection.

3.6 Label Calibration and Self Test

Label Calibration

The printer can automatically detect and store label height.

That means the host computer does not need to transmit the label height to the printer.

Self Test

Self-test function lets you check whether the printer is functioning normally.

Here is how you run the label size calibration and self test.

1. Check that the label stock is loaded correctly.
2. Turn off the printer.
3. Turn the printer on again, keeping the FEED button pressed. When the LED starts to flash red, release the FEED button. The printer will now measure the label stock and store the label height.
4. Once the printer has successfully measured the label stock, it will print a self-test label.

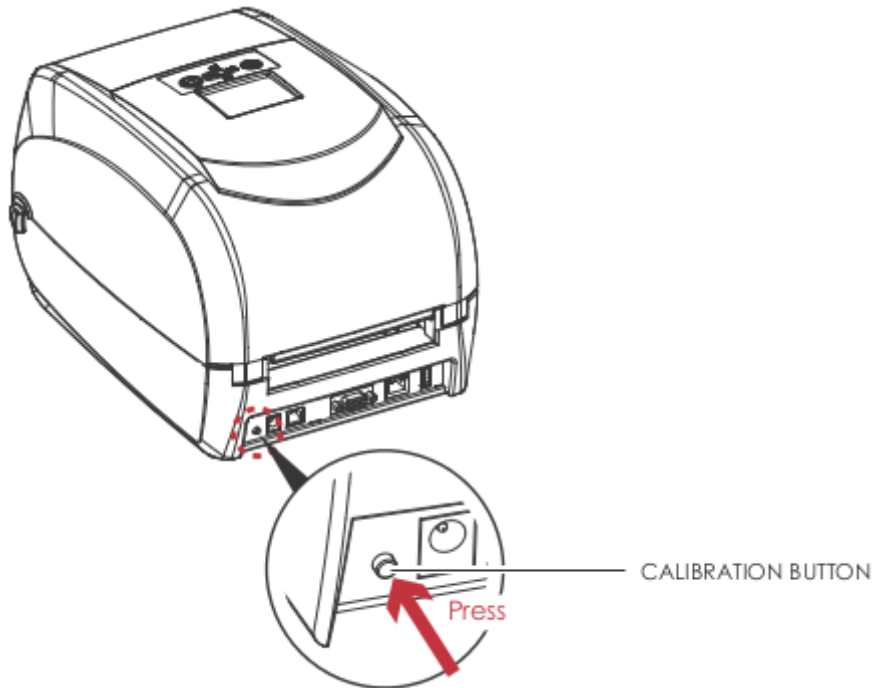
The contents of a self-test printout are listed below.

Model & Version	6214:GX.XX
USB ID setting	USB S/N:12345678
Serial port setting	Serial port:96,N,8,1
MAC address of Ethernet port	MAC Addr:xx-xx-xx-xx-xx-xx
IP protocol setting	DHCP Enable
IP address of Ethernet port	IP xxx.xxx.xxx.xxx
Gateway setting	Gateway xxx.xxx.xxx.xxx
Netmask setting	Sub-Mask xxx.xxx.xxx.xxx
	#####
Number of DRAM installed	1 DRAM installed
Image buffer size	Image buffer size:1 500 KB
Number of forms	0000 FORM(S) IN MEMORY
Number of graphics	0000 GRAPHIC(S) IN MEMORY
Number of fonts	000 FONT(S) IN MEMORY
Number of Asian fonts	000 ASIAN FONT(S) IN MEMORY
Number of Databases	000 DATABASE(S) IN MEMORY
Number of Scalable fonts	000 TTF(S) IN MEMORY
Free memory size	4073 KB FREE MEMORY
Speed, Density, Ref. Point, Print direction	^S4 ^H8 ^R000 ~R200
Label width, Form length, Stop position	^W102 ^Q100,3 ^E18
Cutter, Label Dispenser, Mode	Option: ^D0 ^O0 ^AD
Sensor Setting	Reflective AD:1.96 2.84 2.49[0.88_23]
Code Page	Code Page:850

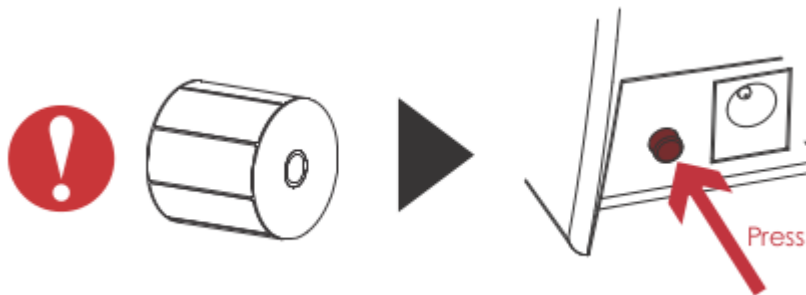
Label Calibration Button

A hardware button to make a Label Calibration while printer encountering "Media Error" during the cases when first-time printer start up or change label or ribbon to another type, such as change using gap label to continuous or black mark labels.

Keep pressing calibration button for 1 second, the printer can immediately run the label size calibration.



Press C-button for 2 seconds, it will make an auto-sensing to calibrate the label and ribbon's parameters.

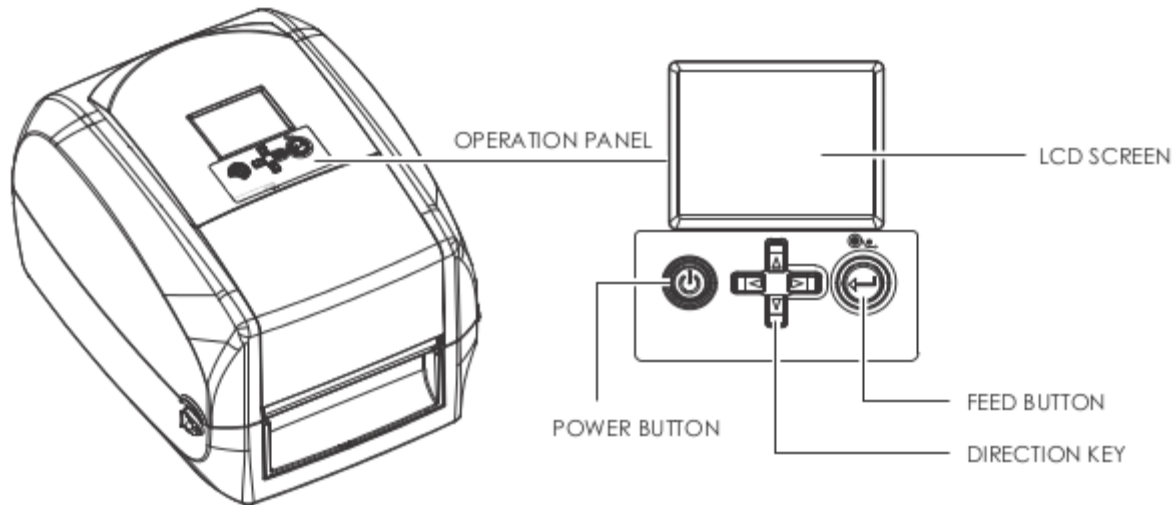


Notice

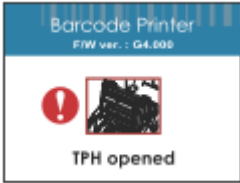



* Press C-button is equivalent to the auto-sensing command "~S,SENSOR" that will cancel on-printing-job and make the Label Calibration immediately.

3.7 Error Alerts

In the event of a problem that prevents normal functioning of the printer, you will see an error message on LCD screen and hear some beep signals. Please refer to below table for the error alerts.



Operation Panel Status

	Type	Beeps	Description	Solution
	Print Head Error	2 x 4 beeps	The printing mechanism is not correctly closed.	Open the print mechanism and close it again.
	Print Head Error	None	High temperature at the print head.	Once the print head has cooled down, the printer switches to standby mode.
	Media Error	2 x 3 beeps	No ribbon is installed and the printer displays an error. The ribbon is finished or the label supply hub is not moving.	Make sure that the printer is set to direct thermal printing mode. Replace the ribbon roll.
	Media Error	2 x 2 beeps	No paper is detected. Paper is finished. Printer feed problem.	Make sure that the label sensor is positioned correctly. If the sensor still does not detect the paper, run the auto-detection function again. Replace the label roll. Possible reasons: the print medium has become trapped around the rubber roll; the sensor cannot detect a gap or black mark between the labels; there is no paper. Please reset the sensor.

Operation Panel

Status



Type	Beeps	Description	Solution
		The memory is full. The printer prints the message "File System full".	Delete unnecessary data or install additional memory.
File Error	2 x 2 beeps	Unable to find file. The printer prints the message "File Name not found"	Use the "~X4" command to print all files. Then check whether the files exist and whether the names are correct.
		A file of the same name already exists. The printer prints the message "Duplicate Name".	Change the name of the file and try storing it again..

3.8 USB Host

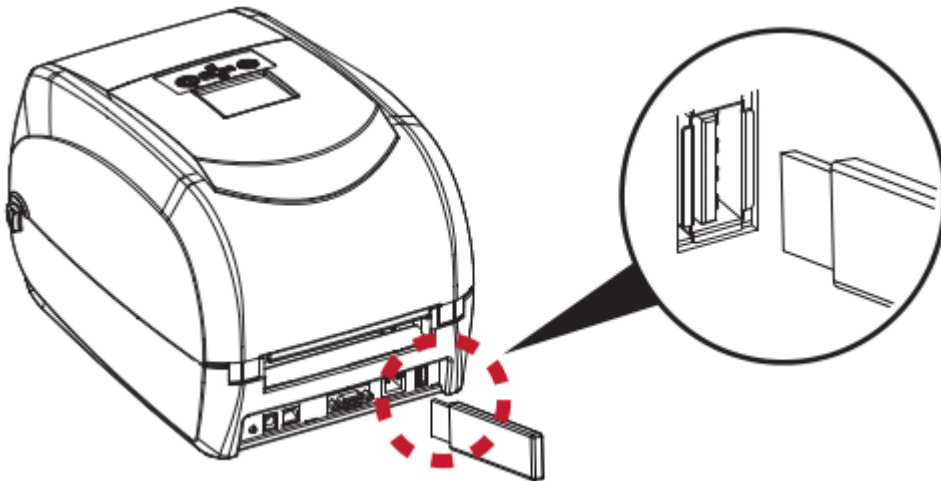
Definition : USB Host port supports either device □ USB memory stick, keyboard or scanner.

Purpose

- USB memory stick : It extends the user memory space up to 32GB for Graphic, Font, Label Format, DBF and Command files downloading. The printer's Firmware also can be updating if copy new version of Firmware into USB memory stick.
- Connecting an USB keyboard to printer for " Standalone" mode operation.
- Plug-in an USB scanner to operate the printer in "Standalone" mode.

Usage of Extended Memory

- USB memory stick : It supports hot-plugging function; printer will create a Folder "\LABELDIR" and switch "User Flash" to " Extended Memory" automatically while user plugs an USB memory stick into a GoDEX "i" model printer.
- Connect the USB Stick plugged -in printer to PC via USB Device or Ethernet port and run "GoLabel" software to download Graphic, Font, Label Format, DBF and Command files to the printer.
- Detail download procedures, please refer to "GoLabel On-line Help".



Usage of Firmware Update

- Remove USB memory stick from printer and plug-in it to a PC's USB port; delete Firmware "*.bin" file from "\LABELDIR\FW" of USB memory stick if it existing; or create a Folder "\LABELDIR\FW" to USB memory stick if it doesn't existing.
- Copy a new version of Firmware "xxx.bin" to the Folder "\LABELDIR\FW"; and then remove USB and plug-in back to the printer that going to update Firmware.
- The printer will update the Firmware automatically when plug-it-into the printer and printer find-out the Firmware in "\LABELDIR\FW" is newer version.
- Don't remove the USB memory stick out while it's under updating with "Flash Writing..." message that displays on LCD panel.

USB Keyboard

- When plug-in an USB keyboard to the printer, LCD panel will display “Standalone Mode”, press the “Enter” key on keyboard and “Feed” key in the printer to entering to the dialog for “Recall Label” operation.
- Only the sub-dialog “Recall Label” is able operating by keyboard as follow definition:
 1. Press “ESC” key to exist from “Standalone Mode” or back to previous dialog
 2. Press “F1”, it will let the printer from “Ready” mode entering into “Standalone Mode”
 3. Press “Enter”, “Arrow” and “Alphabetic” keys as the usual in PC that will perform the key-in function of “Recall Label” in “Standalone Mode”.

Scanner

- When plug-in an USB scanner to the printer, LCD panel will display “Standalone Mode”, press the “Feed” key in the printer to entering the dialog of “Recall Label” operation. User performs the “Recall Label” function interactively through the LCD panel, 4 direction keys, Feed key and Scanner.
- Scanner is using in “standalone Mode” to scanning the “Serial Number, Variable” and Print Quantity while the printer prompts a message on LCD panel and wait for data input.

Notice

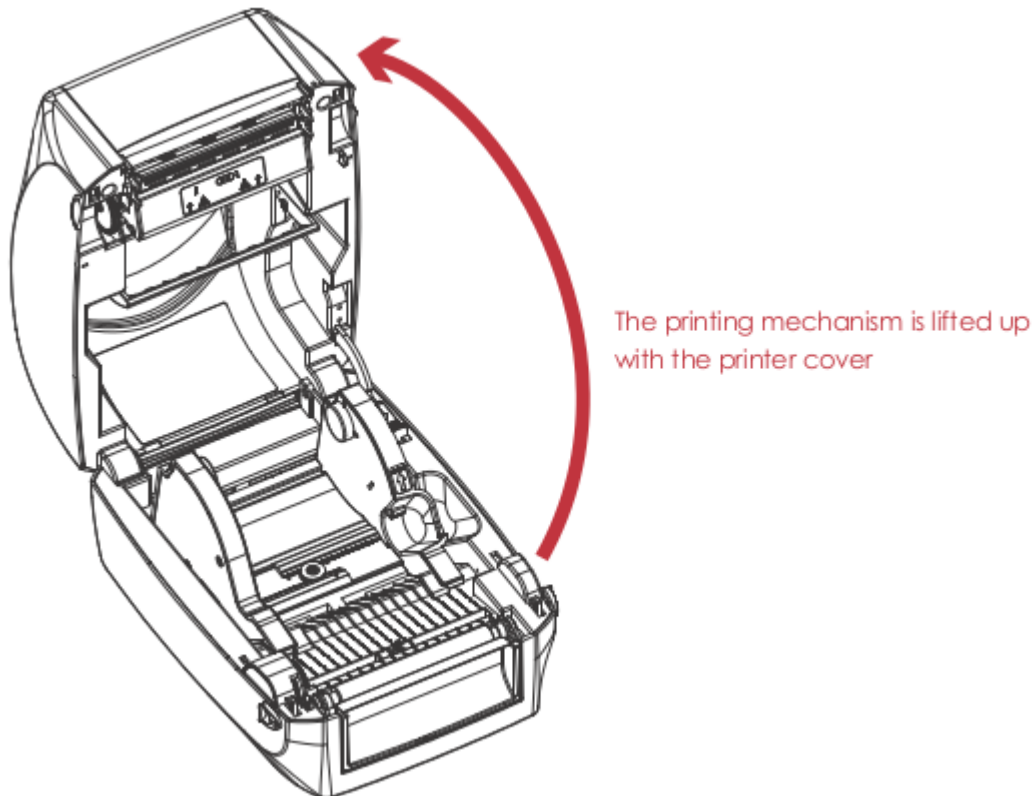
-
- ** The USB Host port on “i” “x” model printer is without “HUB” function.
 - ** The USB Memory Stick supports with “FAT32” Disk Format and up to 32GB only. The certified vendors are Transcend, Apacer, Patriot, Consair and Kingston.
 - * The download function for Graphic, Font, Label Format, DBF and Command files is operated by GoLabel of PC and must go through the a “i” “x” model printer itself.
 - * On a PC, user may copy entire folder “\LABELDIR” from USB memory stick to PC or vice-versa. Copy a sub-folder or individual file in “\LABELDIR” to PC or vice-versa is not supported..

4 Accessories

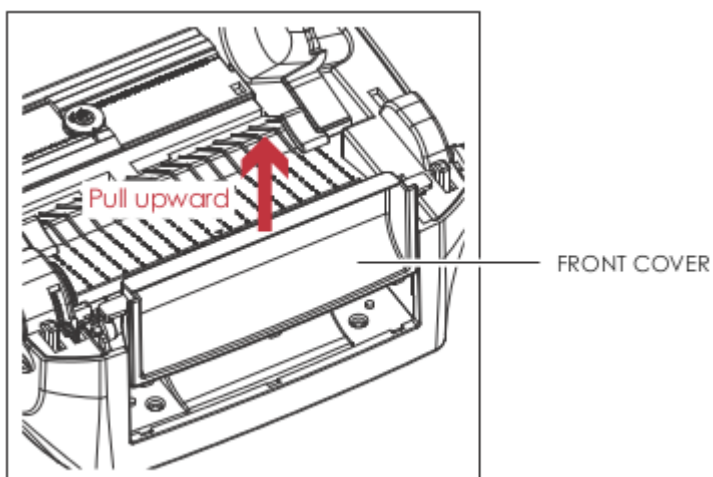
4.1 Preparations Steps

Before installing the optional modules, please make some preparations as follows.

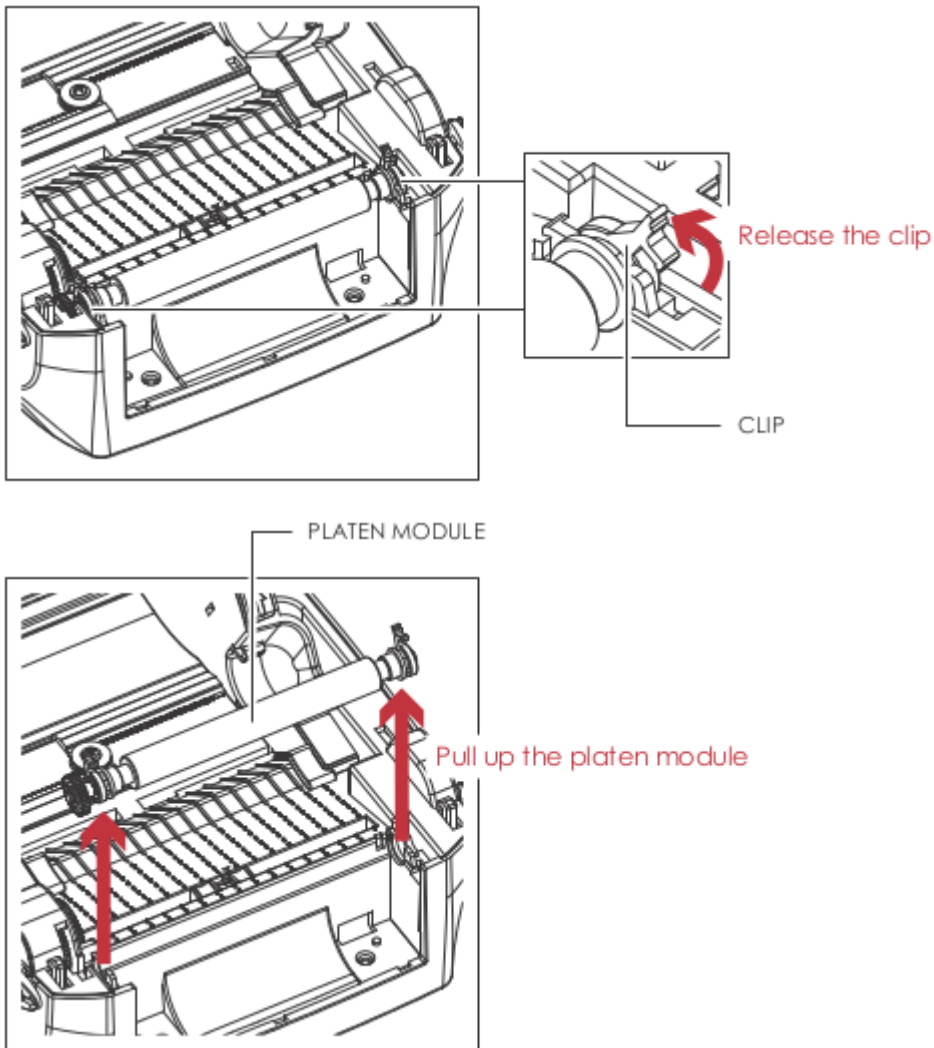
1. Turn off the printer :
Remember to switch off the printer before installing any module.
2. Open the printer cover and the printing mechanism :
Open the printer cover by pulling the release catches on both sides of the printer and lift the cover.
Please see the Section 2.1 for further information about Open the Printer.



3. Remove the front cover :
Please pull upward to remove the front cover.



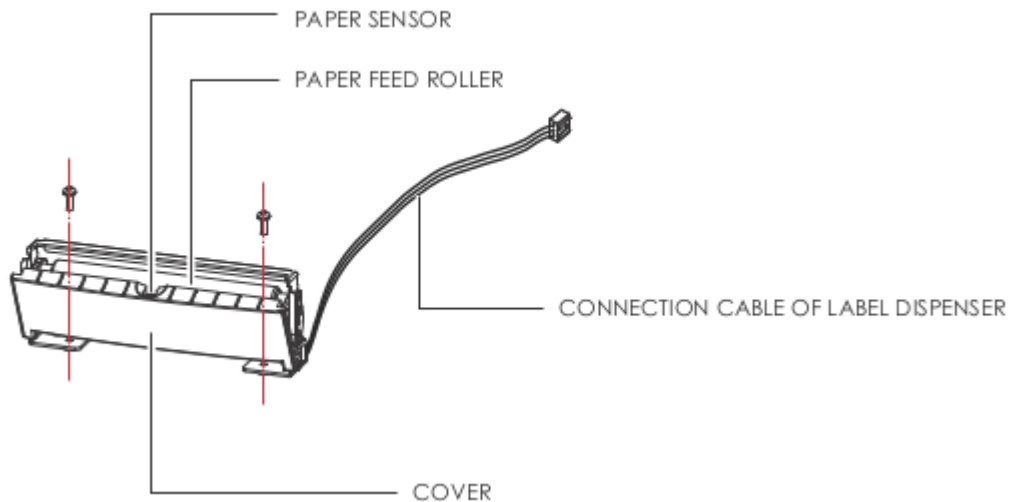
4. Remove the platen :
Lift up the release clips on both sides of the platen to release and pull upward the platen.



5. Ribbon loading :
Please see the Section 2.2 for further information about Loading the Ribbon.
6. Label loading
Please see the Section 2.3 for further information about Loading the Label Roll Module.

4.2 Installing the Label Dispenser

The Overview of the Label Dispenser

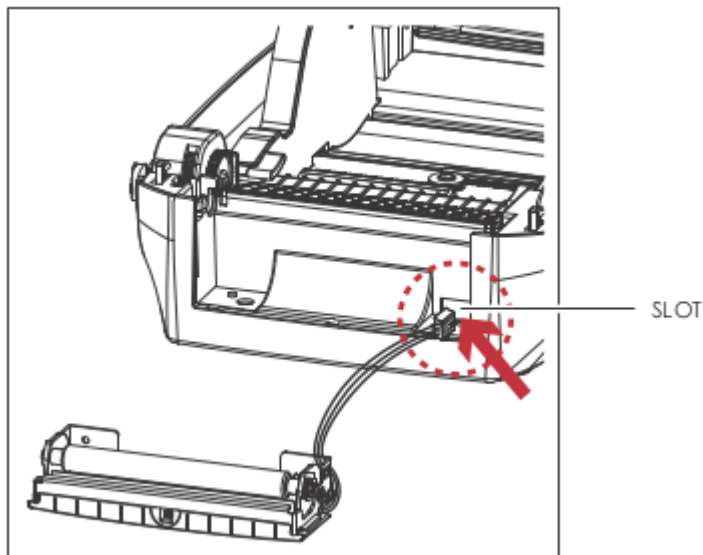


Preparation Steps

Please see the Section 5.1 Preparation Steps to complete the preparation steps before installing the label dispenser.

Installing the Label Dispenser

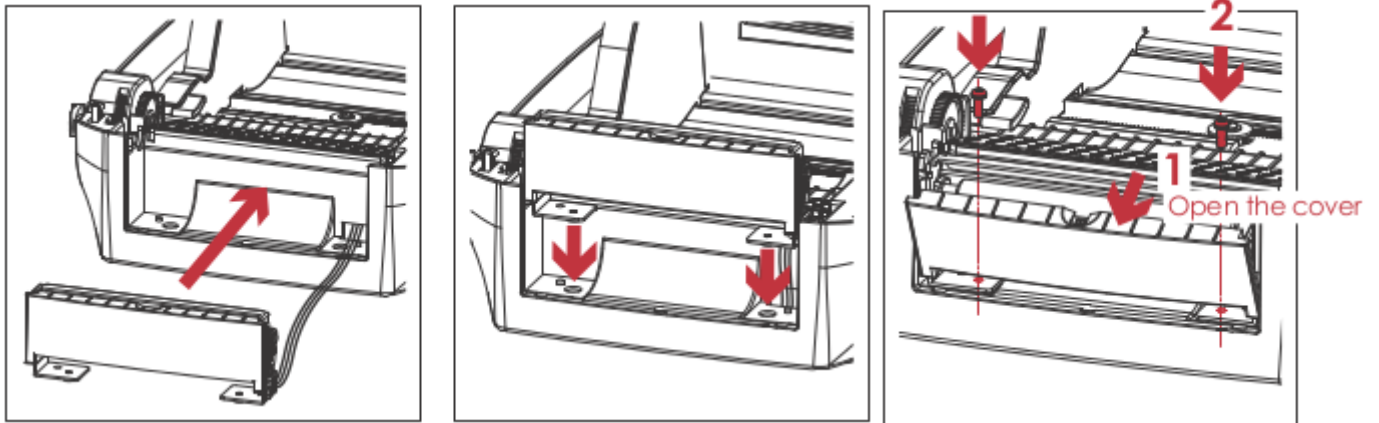
1. Pass the connection cable through the slot of the printer.



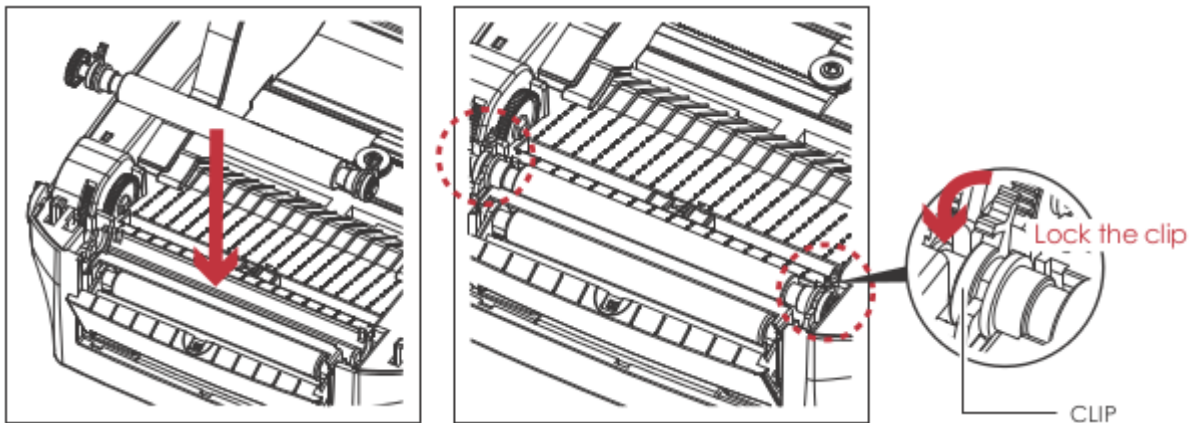
Notice

- * A label liner thickness of $0.006 \text{ mm} \pm 10\%$ and a weight of $65 \text{ g/m}^2 \pm 6\%$ are recommended.
- ** The label dispenser will take labels up to a max. width of 118 mm.

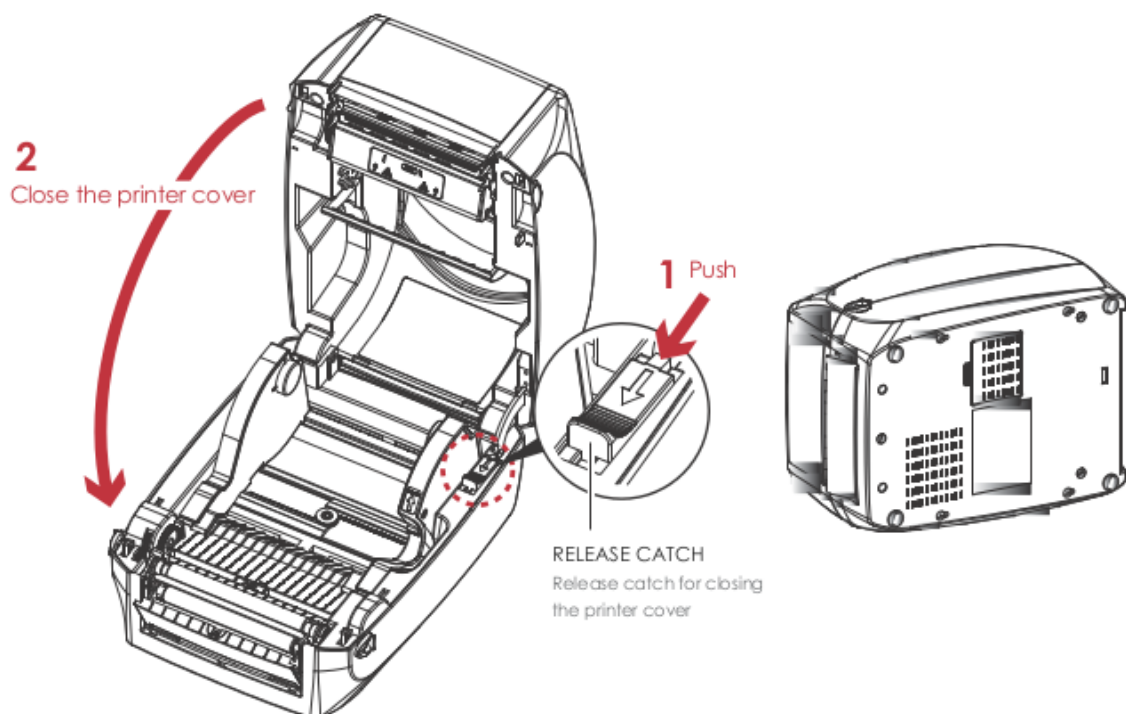
2. Place label dispenser to align both holes of screw and then tighten the screws.



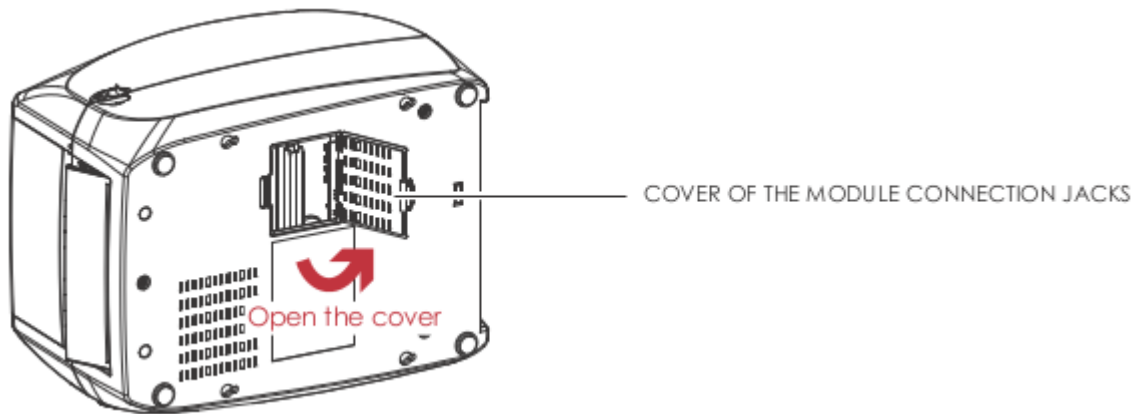
3. Place the platen back to the printer and lock the clips.



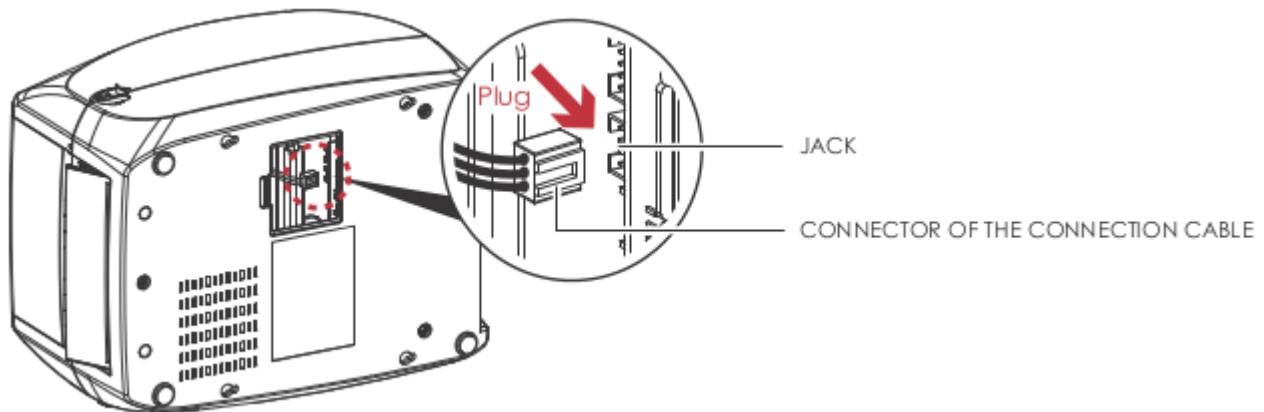
4. Close the printer cover and printing mechanism.
Then to turn the printer upside down.



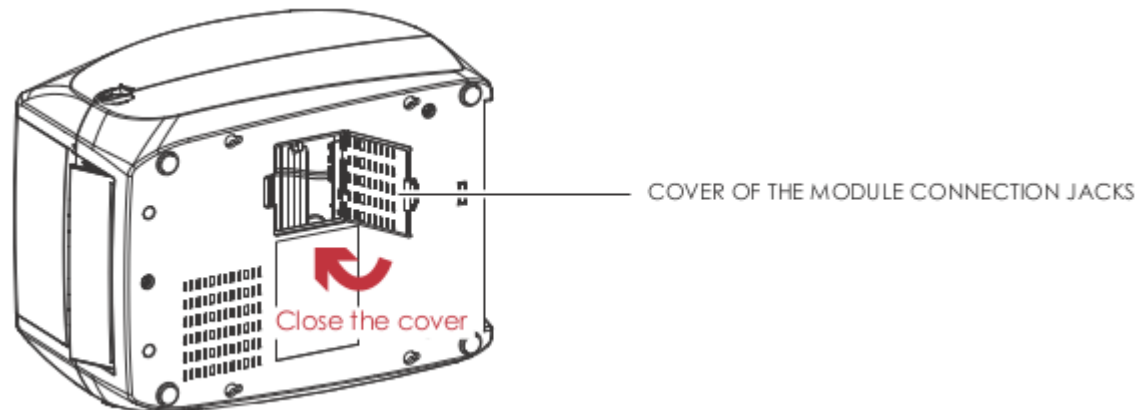
5. Open the cover on the bottom of printer.



6. Plug the connector for the label dispenser to the jack.

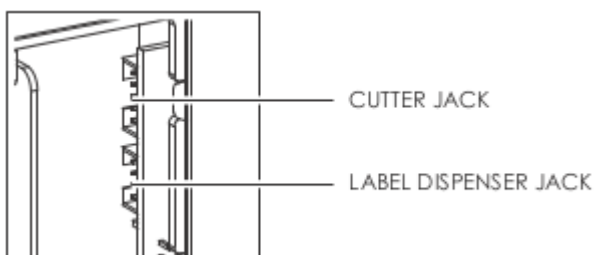


7. Close the cover of the module connection jacks.



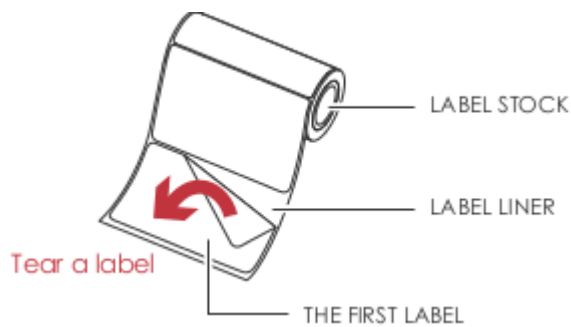
Notice

- * The printer must be switched off when plugging the connector, or the motherboard may be destroyed!
- ** There are 2 jacks : the lower jack for the label dispenser, the upper jack for the cutter.

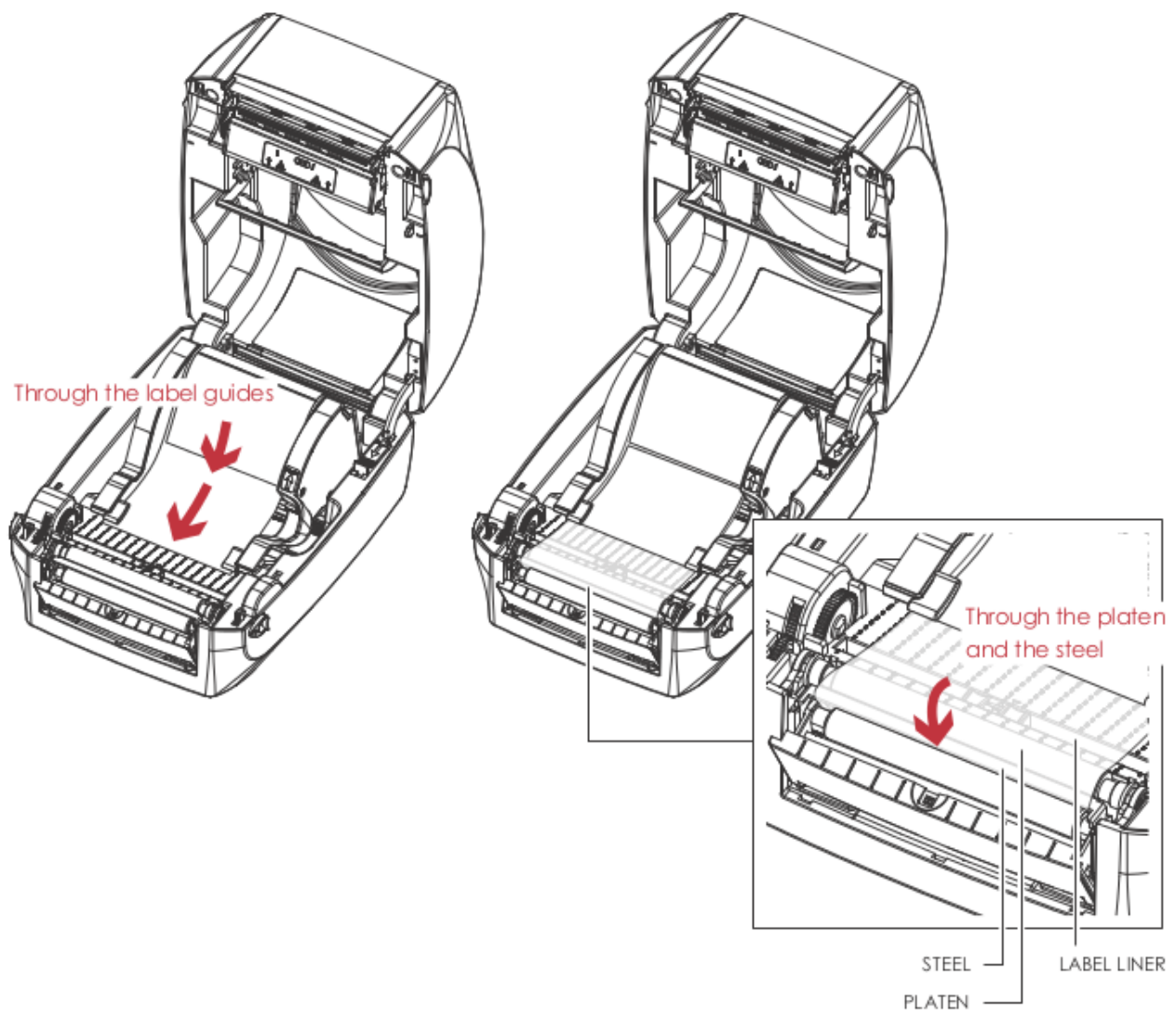


Loading Label Roll with the Label Dispenser Module

1. Remove the first label from the label stock.



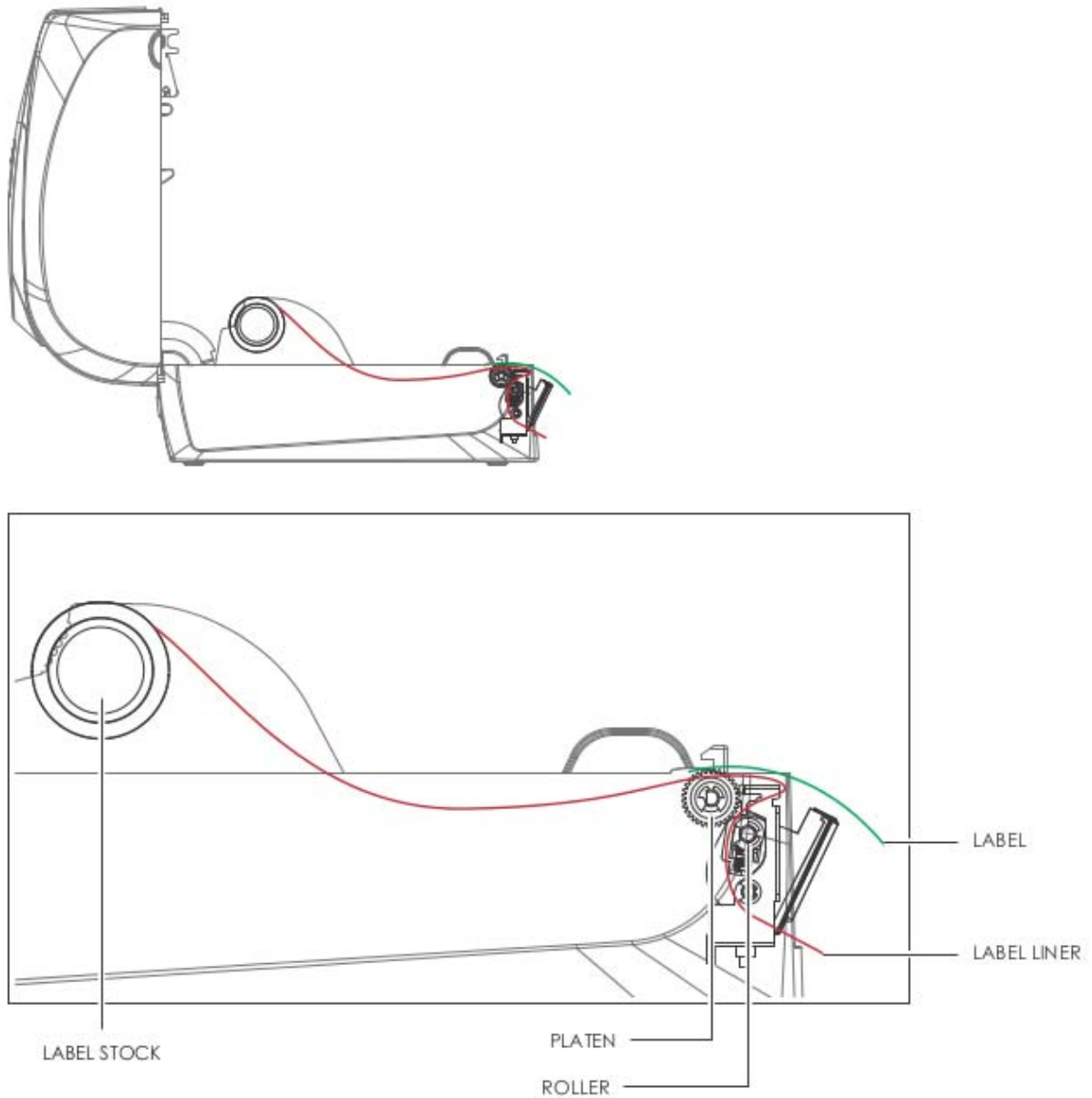
2. Feed the Label stock through the label guides.
And pull the label liner through the platen and the steel of the label dispenser.



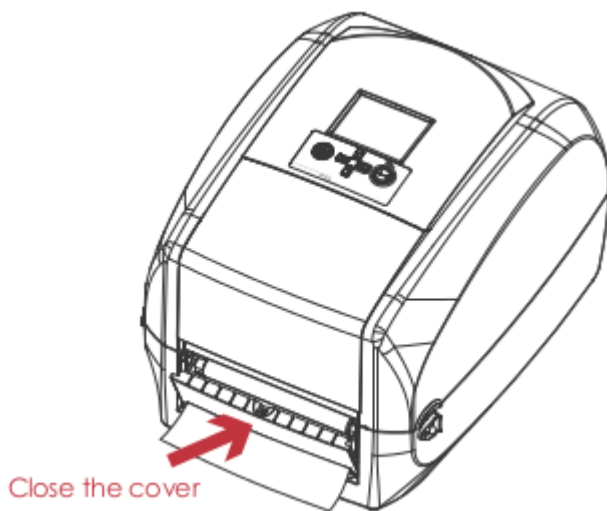
Notice

- * Labels should be at least 25 mm high.

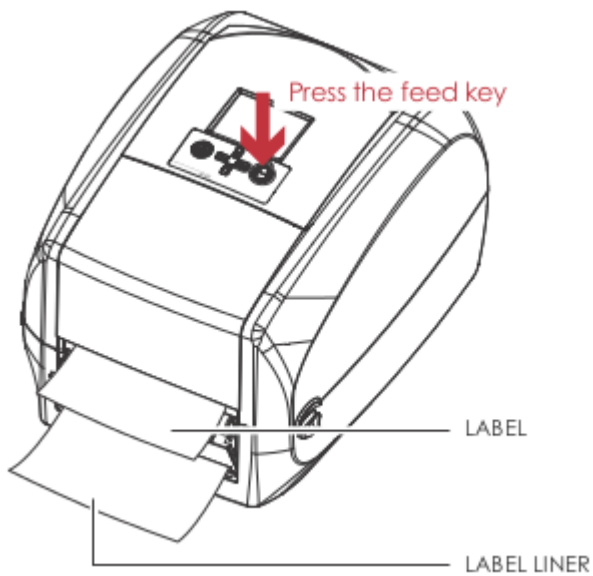
3. The feeding path of label and liner should be as shown in below graphic.



4. Close the label dispenser and printer cover. The installation is completed now.

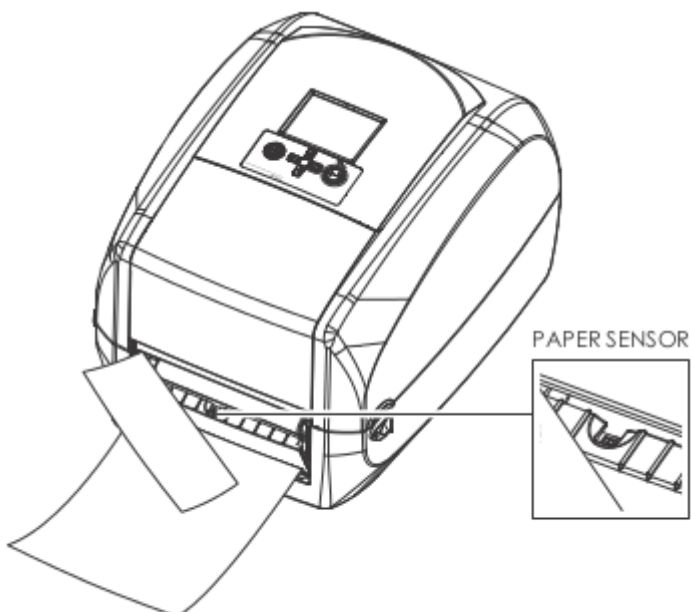


5. Press the FEED button to feed the label. The label will be peeled from the liner while it passes through the label dispenser.



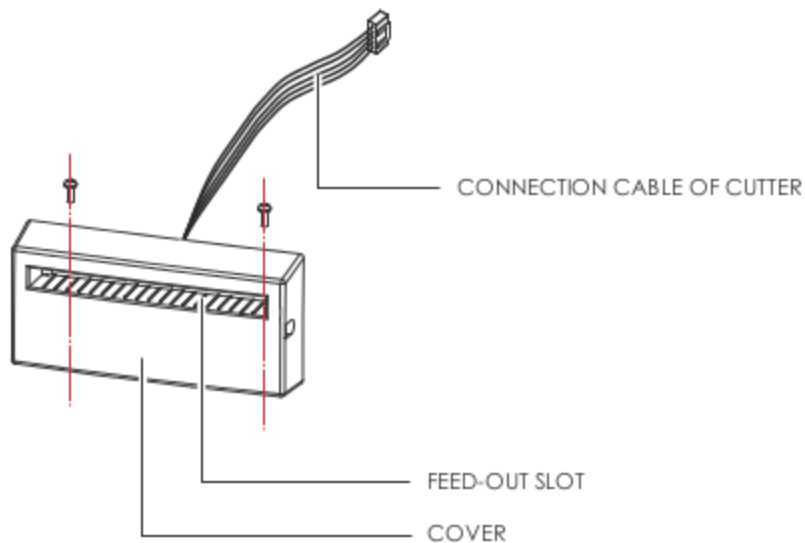
Notice

- * There is a paper sensor on the Label Dispenser module. It will stop the printing if it is covered by label. Remove the last printed label and the printer will then continue to print next label..



4.3 Installing the Cutter

The Overview of the Cutter

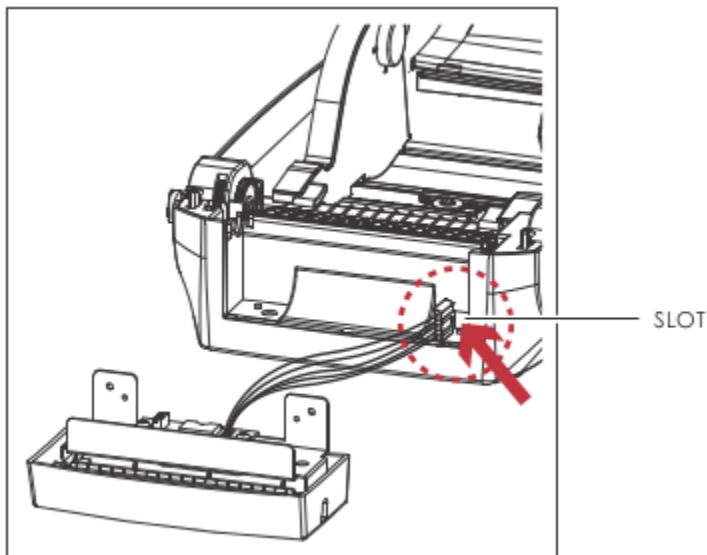


Preparation Steps

Please see the Section 5.1 Preparation Steps to complete the preparation steps before installing the cutter.

Installing the Cutter

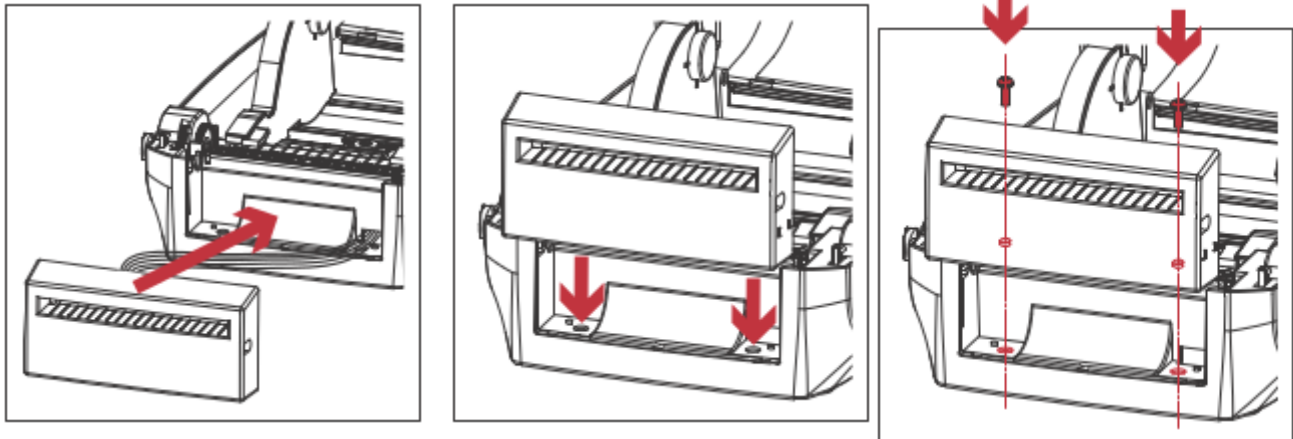
1. Pass the connection cable through the slot of the printer.



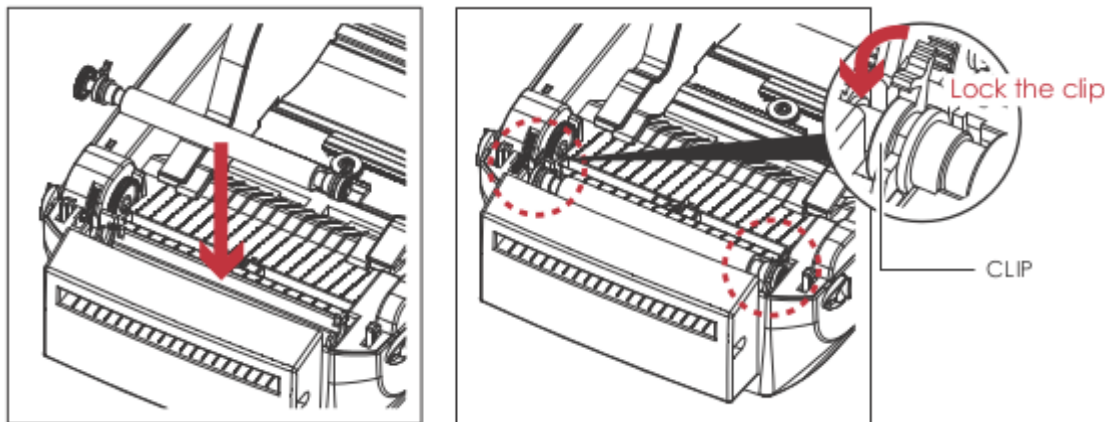
Notice

- * Labels should be at least 25 mm high.
- * Remember to switch off the printer before installing the cutter.
- ** Do not use to cut adhesive labels! Glue residue will be left on the cutter blade and impair its functioning. The cutter has a blade life of 400,000 cuts when using paper liner which is 250µm thick and 3 inches wide.
- *** You can cut paper with a max. width of 116mm.
- ****With the cutter installed, set the stop position in Qlabel to 30, and the E value to 30.

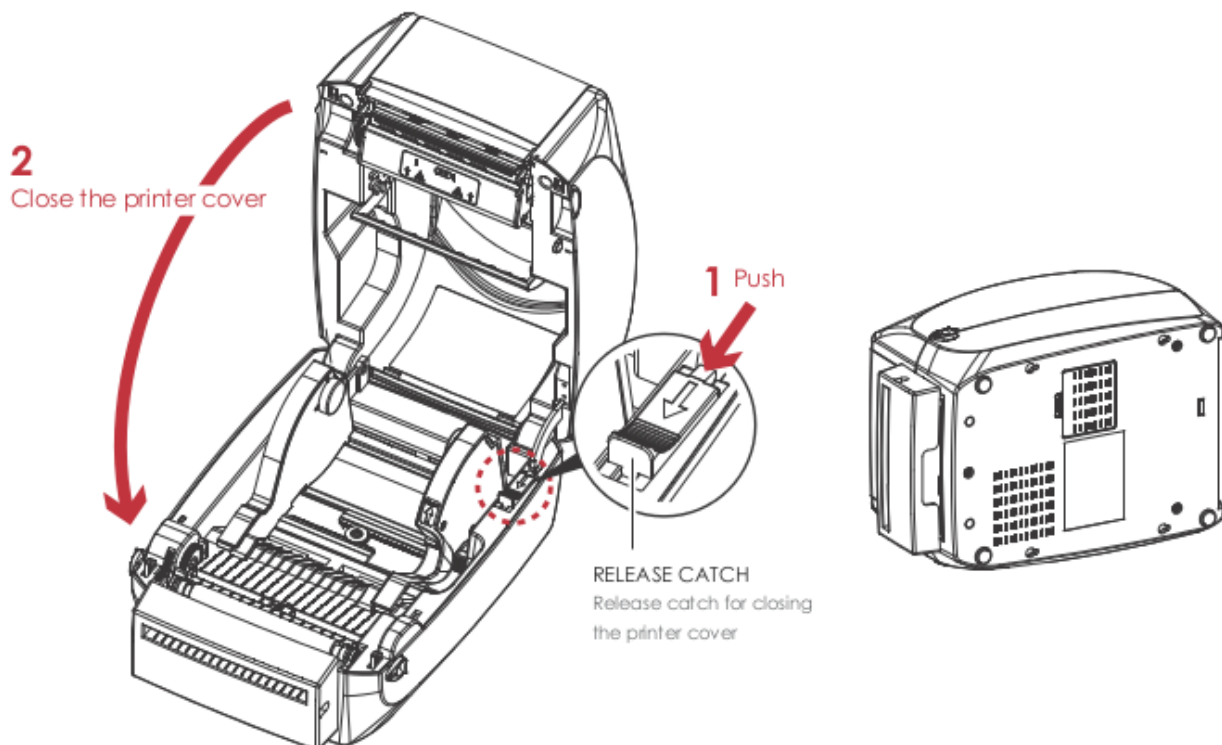
2. Place the cutter to align both holes of screw and then tighten the screws.



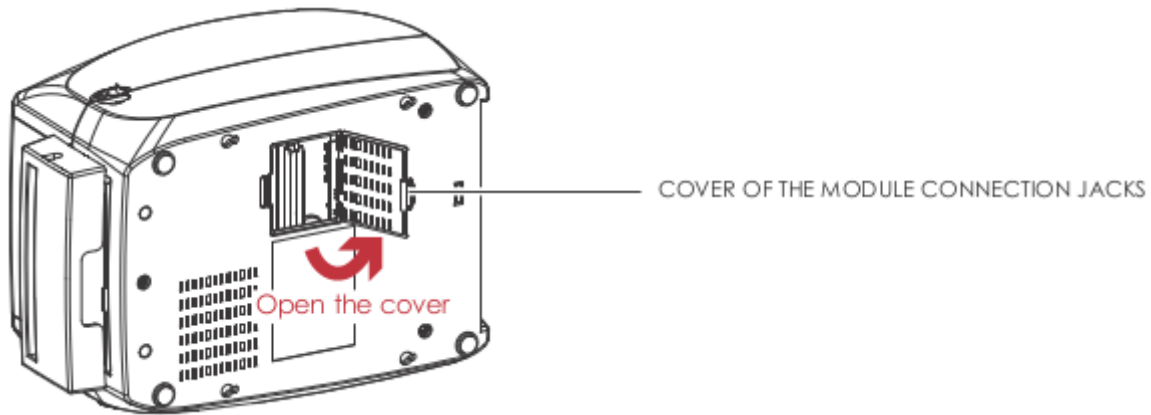
3. Place the platen back to the printer and lock the clips.



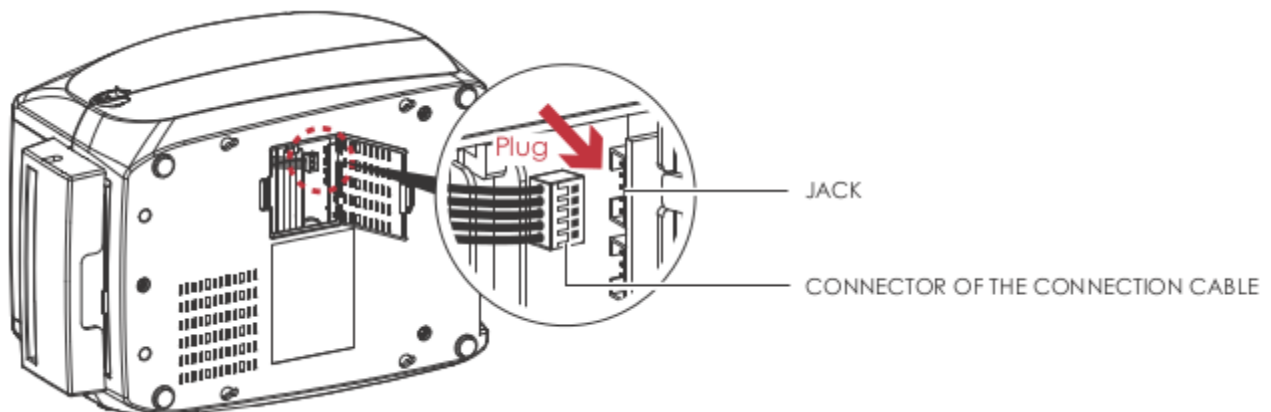
4. Close the printer cover and printing mechanism.
Then to turn the printer upside down.



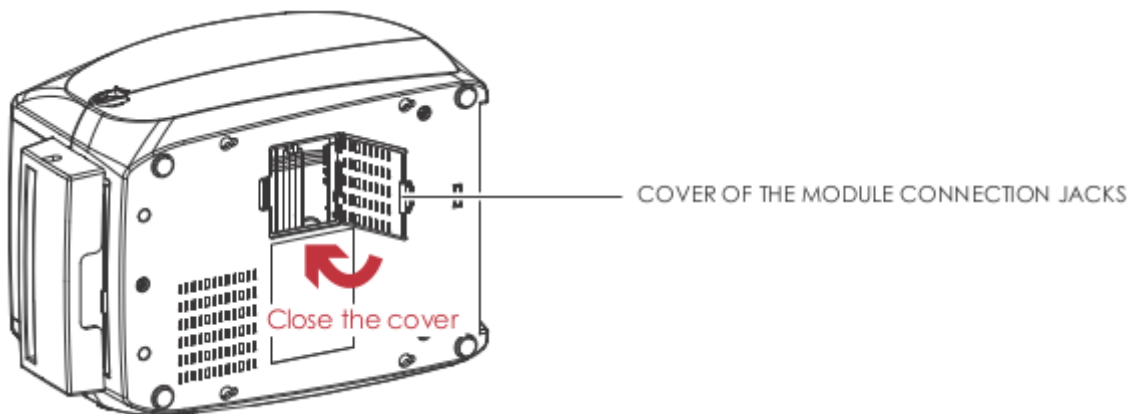
5. Open the cover on the bottom of printer.



6. Plug the connector for the cutter to the jack.

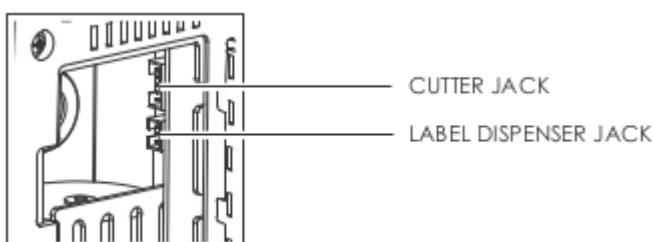


7. Close the cover of the module connection jacks.



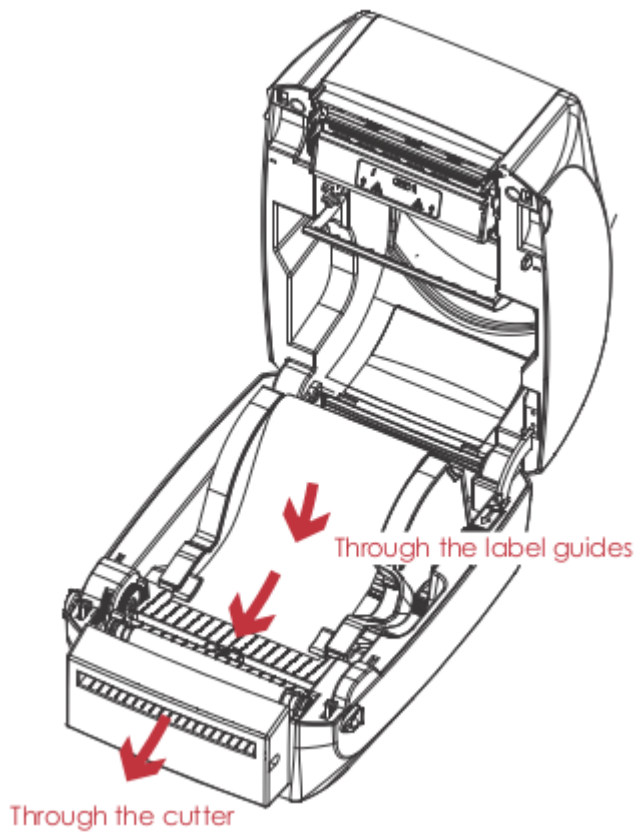
Notice

- * The printer must be switched off, or the motherboard may be destroyed!
- ** There are 2 jacks : the lower jack for the label dispenser, the upper jack for the cutter.

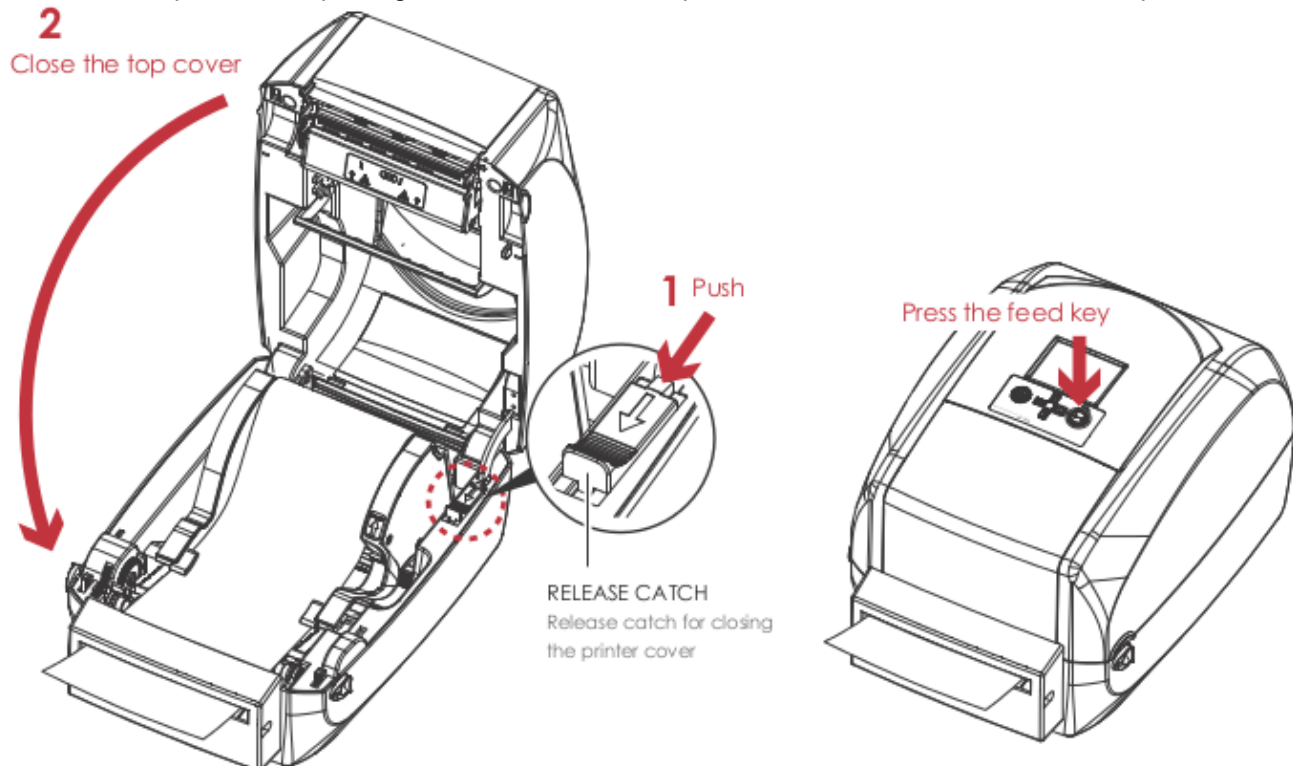


Installing the Label Roll Module on the Printer

1. Pass the labels through the guides and the cutter.



2. Close the top cover and printing mechanism. To finish, press the FEED button to set the label position.



Notice

- * We advise against using inside wound label stock.
- ** Labels should be at least 30 mm high. When using the printer with the cutter, you should set the stop position (^E) to 30.

5 Maintenance and Adjustment

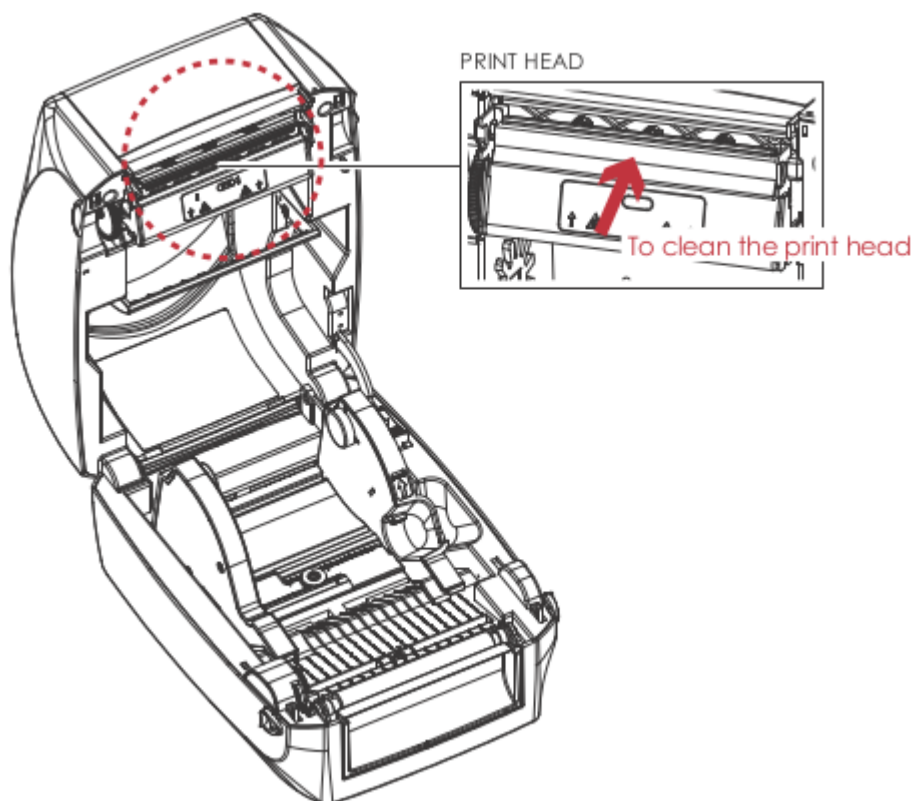
5.1 Cleaning the Print Head

Dirt on the print head or ribbon, or glue residue from the label stock may result in inadequate print quality. The printer cover must therefore always be closed during printing. Keeping dirt and dust away from the paper or labels ensures a good print quality and a longer lifespan of the print head.

Cleaning Steps

Here is how you clean the print head.

1. Turn off the printer.
2. Open the printer cover.
3. Remove the ribbon.
4. To remove any label residue or other dirt from the print head (see red arrow), please use a soft lint-free cloth dipped in alcohol.



Notice

* The print head should be cleaned once a week.

** Please make sure that there are no metal fragments or other hard particles on the soft cloth used to clean the print head..

5.2 Troubleshooting

Problem		Solution
The printer is switched on but the LED does not light up.	◆	Check the power supply. Please see the Section 2.4
The LED lights up red and printing is interrupted.	◆	Check the software settings (driver settings) or command codes.
	◆	Look for the error alert in the table in Section 3.5. Error Alerts.
	◆	Check whether the print mechanism is closed correctly. Please see the Section 3.5
The label stock passes through the printer but no image is printed.	◆	Please make sure that the label stock is loaded the right way up and that it is suitable material.
	◆	Choose the correct printer driver.
	◆	Choose the correct label stock and a suitable printing mode.
The label stock jams during printing.	◆	Clear the paper jam. Remove any label material left on the thermal print head and clean the print head using a soft lint-free cloth dipped in alcohol. Please see the Section 6.1
There is no printed image on some parts of the label.	◆	Check whether any label material or ribbon is stuck to the thermal print head.
	◆	Check for errors in the application software
	◆	Check whether the starting position has been set incorrectly
	◆	Check the ribbon for wrinkles.
There is no printed image on part of the label or the image is blurred.	◆	Check the thermal print head for dust or other dirt.
	◆	Use the internal “~T” command to check whether the thermal print head will carry out a complete print job.
	◆	Check the quality of the print medium.
The printed image is positioned incorrectly.	◆	Check whether there is paper or dust covering the sensor
	◆	Check whether the label stock is suitable. Contact your supplier.
	◆	Check the paper guide settings.
A label is missed out during printing	◆	Check the label height setting.
	◆	Check whether there is dust covering the sensor
	◆	Run the auto-detection function. Please see the Section 3.4
The printed image is blurred.	◆	Check the darkness setting.
	◆	Check the thermal print head for dust or dirt. Please see the Section 6.1
The cutter does not cut off the labels in a straight line.	◆	Check whether the label stock is positioned straight.
The cutter does not cut off the labels completely.	◆	Check whether the label is more than 0.2 mm thick.
When using the cutter, the labels are not fed through or cut off incorrectly.	◆	Check whether the cutter has been correctly installed.
	◆	Check whether the paper guides are functioning correctly.
The label dispenser is not functioning normally.	◆	Check whether there is dust on the label dispenser
	◆	Check whether the label stock is positioned correctly.

APPENDIX

Product Specifications

Model		6214	6214-H
Print Method		Thermal Transfer / Direct Thermal	
Resolution		203 dpi (8 dots/mm)	300 dpi (12 dots/mm)
Print Speed		Up to 7 IPS (177 mm/s)	5 IPS (127mm/s)
Print Width		4.25" (108 mm)	4.16" (105.7 mm)
Print Length		Min. 0.16" (4 mm)** ; Max. 68" (1727 mm)	Min. 0.16" (4 mm)**; Max. 30" (762 mm)
Processor		32 Bit RISC CPU	
Memory	Flash	8MB Flash (4MB for user storage)	
	SDRAM	16MB SDRAM	
Sensor Type		Adjustable reflective sensor (full range). Fixed transmissive sensor, central aligned	
Media	Types	Wax, wax/resin, resin	
	Width	981' (300 m)	
	Thickness	1.18" Min. - 4.33" (30 mm - 110 mm) Max.	
	Label roll diameter	2.67" (68 mm)	
	Core diameter	1" (25.4 mm)	
Printer Language		CZL (Compuprint Zebra Language) CEL (Compuprint Eltron Language)	
Software	Label design software	GoLabel (for EZPL only)	
	Driver	Windows 2000, XP, Vista, 7, Windows Server 2003 & 2008	
	DLL	Windows 2000, XP, Vista	
Resident Fonts	Bitmap fonts	6, 8, 10, 12, 14, 18, 24, 30, 16X26 and OCR A & B Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable Bitmap fonts 8 times expandable in horizontal and vertical directions	
	Scalable fonts	90°, 180°, 270° rotatable	
Download Fonts	Bitmap fonts	Bitmap fonts 90°, 180°, 270° rotatable, single characters 90°, 180°, 270° rotatable	
	Asian fonts	Asian fonts 90°, 180°, 270° rotatable and 8 times expandable in horizontal and vertical directions	
	Scalable fonts	Scalable fonts 90°, 180°, 270° rotatable	
Barcodes	1-D Bar codes	Code 39, Code 93, EAN 8 /13 (add on 2 & 5), UPC A/E (add on 2 & 5), I 2 of 5 & I 2 of 5 with Shipping Bearer Bars, Codabar, Code 128 (subset A, B, C), EAN 128, RPS 128, UCC 128, UCC/EAN-128, K-Mart, Random Weight, Post NET, ITF 14, China Postal Code, HIBC, MSI, Plessey, Telepen, FIM, GS1, DataBar	
	2-D Bar codes	PDF417, Datamatrix code, MaxiCode, QR code, Micro PDF417, Micro QR code and Aztec code	
Code Pages		CODEPAGE 437, 850, 851, 852, 855, 857, 860, 861, 862, 863, 865, 866, 869, 737 WINDOWS 1250, 1251, 1252, 1253, 1254, 1255, 1257 Unicode (UTF8, UTF16)	
Graphics		Resident graphic file types are BMP and PCX, other graphic formats are downloadable from the software	

Model		6214	6214-H
Real Time Clock		Standard	
Power		Auto Switching 100-240VAC, 50-60Hz	
Environment	Operation Temperature	41°F to 104°F (5°C to 40°C)	
	Storage Temperature	-4°F to 122°F (-20°C to 50°C)	
Humidity	Operation	30-85%, non-condensing	
	Storage	10-90%, non-condensing	
Agency Approvals		CE(EMC), FCC Class A, CB and CCC, cUL	
Dimension	Length	11.0"(280mm)	
	Height	7.3"(186mm)	
	Width	8.3"(210mm)	
Weight		6.6 lbs (3.0Kg) ,excluding consumables	
Options		Bluetooth module Guillotine cutter Label dispenser External label roll holder for 10" (250 mm) O.D. label rolls External label rewinder	

Notice

- * Specifications are subject to change without notice. All company and/or product names are trademarks and/or registered trademarks of their respective owners.
- ** Minimum print height specification compliance can be dependent on non-standard material variables such as label type, thickness, spacing, liner construction, etc. It is pleased to test non-standard materials for minimum height printing capability.

INTERFACE

Pinout Description

- **USB**

Connector Type : Type B

Pin NO.	1	2	3	4
Function	VBUS	D-	D+	GND

Pinout Description

- **Serial Port**

Default settings : Baud rate 9600, no parity, 8 data bits, 1 stop bit,
XON/XOFF protocol and RTS/CTS

RS232 Housing (9-pin to 9-pin)

DB9 Socket		DB9 Plug	
--	1	1	+5V (*)
RXD	2	2	TXD
TXD	3	3	RXD
DTR	4	4	N/C
GND	5	5	GND
DSR	6	6	RTS
RTS	7	7	CTS
CTS	8	8	RTS
RI	9	9	N/C
Computer		Printer	

Notice

* The total current to the serial port may not exceed 500mA.

File handling using USB stick

File Manipulation

The files in both devices (USB memory stick and printer internal Flash memory) are able to copy and move by the commands “~MCPY” and “~MMOV” that sends from GoLabel on a PC via either connection - USB or Ethernet ports.

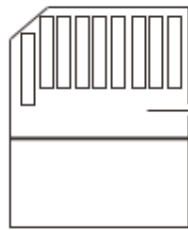
• Copy		
	Syntax	~MCPY,s:o.x,d:o.x
	Description	Copy file from USB memory stick to Flash memory, or vise-versa
	Parameter	s = source device of stored object; <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory d = destination device of stored object <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory o = object name (file name); the name “o” is substituted for “*” x = extension (file type), the type “x” is substituted by “*”, or following either one: D= database, A= Asia font, C= TTF font, E= Bit-Mapped font, F= label format, G= graphic, S= serial file, T= text, B= Unicode Table.
	Example	~MCPY,F:*.F,D:*.F (Copy entire “Label Format” files from Flash memory to USB memory stick) ~MCPY,D:*.G,F:*.G (Copy entire “Graphic” files from USB memory stick to Flash Memory) ~MCPY,D:*.*,F:*. * (Copy all object files from USB memory stick to Flash Memory)

• Move		
	Syntax	~MMOV,s:o.x,d:o.x
	Description	Move files from USB memory stick to Flash memory or vise-versa
	Parameter	s = source device of stored object; <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory d = destination device of stored object <ul style="list-style-type: none"> • “D” for USB memory stick; “F” for internal Flash memory o = object name (file name); the name “o” is substituted for “*” x = extension (file type), the type “x” is substituted by “*”, or following either one: D= database, A= Asia font, C= TTF font, E= Bit-Mapped font, F= label format, G= graphic, S= serial file, T= text, B= Unicode Table.
	Example	~MMOV,F:*.F,D:*.F (Move entire “Label Format” files from Flash memory to USB memory stick) ~MMOV,D:*.G,F:*.G (Move entire “Graphic” files from USB memory stick to Flash Memory) ~MMOV,D:*.*,F:*. * (Move all object files from USB memory stick to Flash Memory)

Bluetooth Module

Install Bluetooth Module

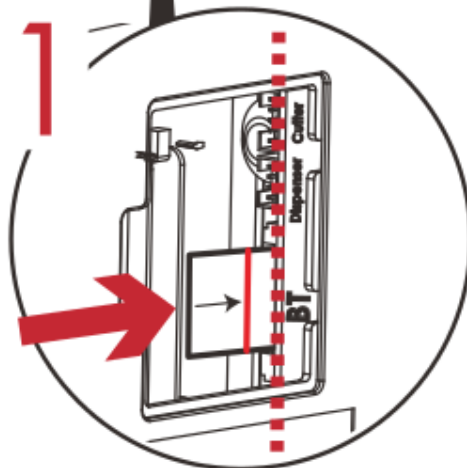
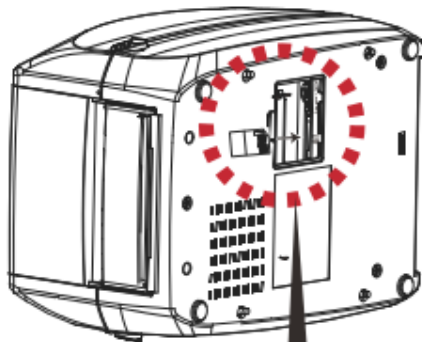
Getting Started



Bluetooth Module

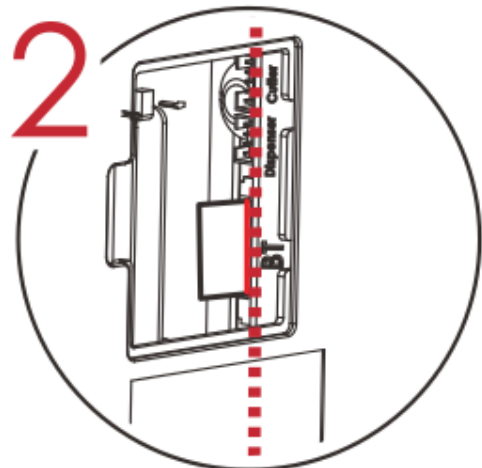
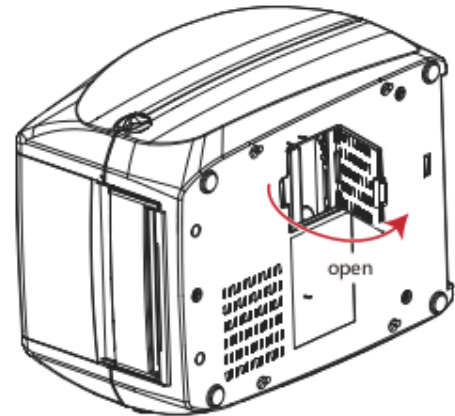
Install Bluetooth Module

Follow below step to insert Bluetooth Module into the slot.



Follow the indicator to insert the module.

Open the bottom base cover



Push the module to the end of the slot.
The Installation Line on Bluetooth Module must right along with the edge of mainboard.
Otherwise, it might cause signal error.

Notice

* Please prevent below incorrect installation..



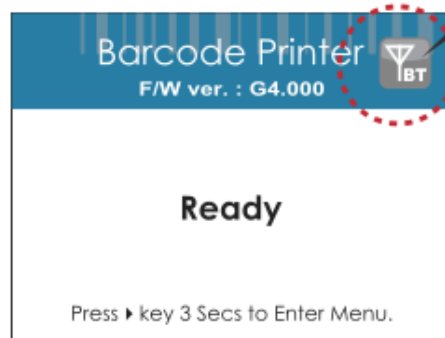
Does not parallel with mainboard.



Does not push till the end of slot.

Work with Bluetooth Keyboard (Logitech K810)

After install Bluetooth Module, the Bluetooth icon will be appear on LCD display.



Bluetooth icon

Connect printer and Bluetooth keyboard

Turn on the switch and push the Connect Button.

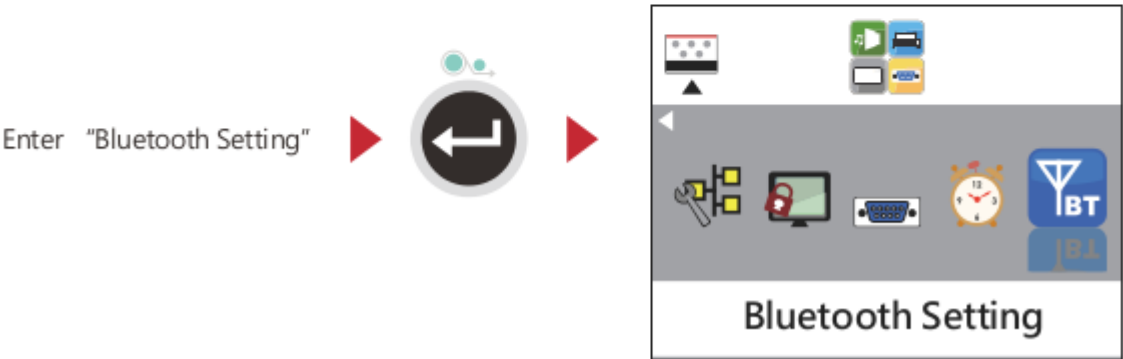
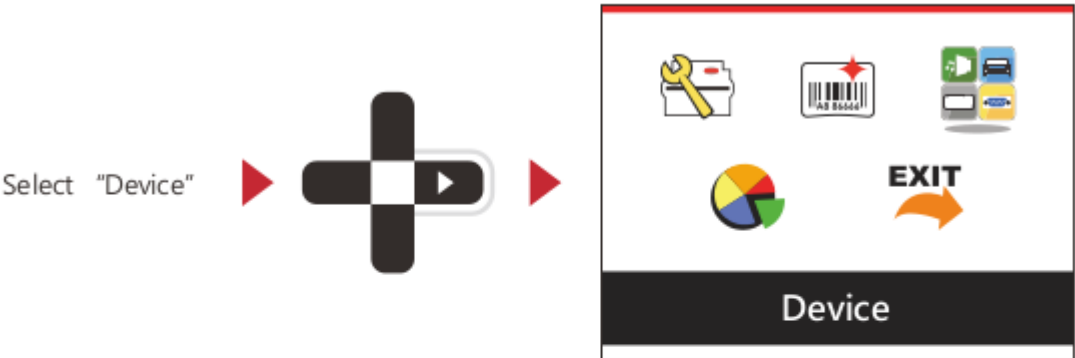
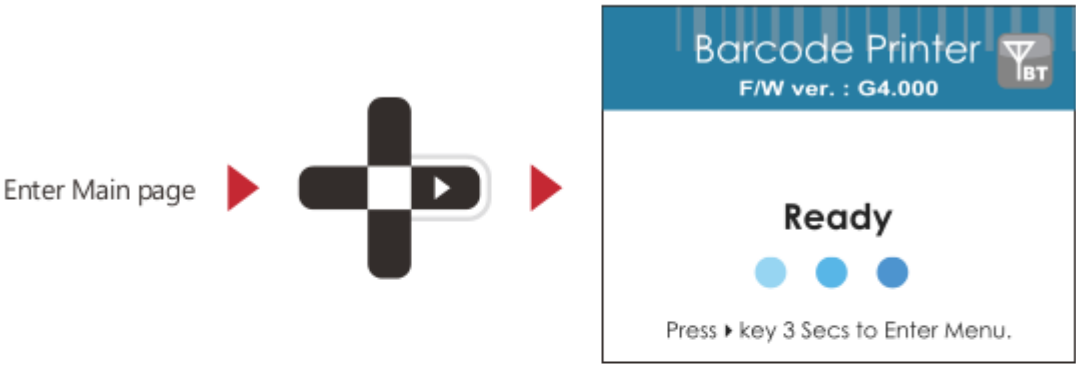


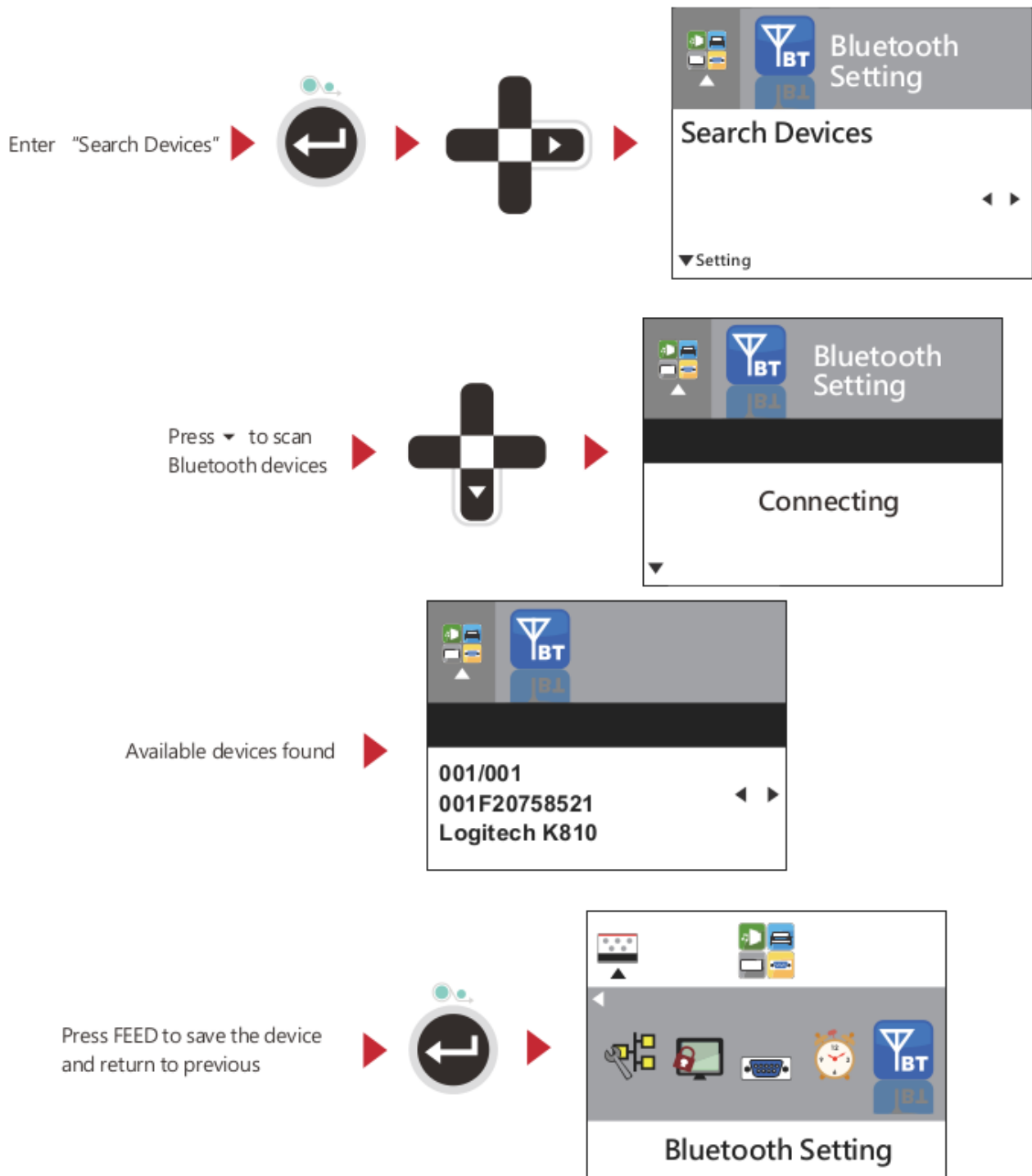
The indicators are flashing and can be detected by Bluetooth.



Notice

* Different operation with different Bluetooth keyboard. Please refer to Bluetooth keyboard user manual.






Printer is connecting to Bluetooth keyboard



The Bluetooth icon on LCD display will be turning from gray to blue



Setting and Control for Operation Panel

		Functions	
 Device	Bluetooth Setting	Clear Bind	Enable Disable
		Make Device Visible	Enable Disable
		SSP	Enable Disable
		PIN Code	0000
		Search Devices	

Functions

Descriptions



The default of Clear Bind is Disable. When enable this function, it will clear up the saved connection of Bluetooth device then come back to Disable.

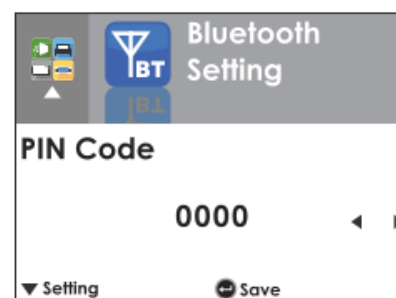


Enable: Printer can be detected by Bluetooth device.
Disable: Printer cannot be detected by Bluetooth device.

* The default of Make Device Visible is Disable.
Printer can be detected during 120 sec.



Secure Simple Pairing. The default is Disable.
When connect successful, the setting of Make Device Visible, SSP and PIN Code cannot be changed. They only can be changed after Clear Bind.



Password for connect printer and Bluetooth device.
When connect successful, the PIN Code only can be changed after Clear Bind.
The default of PIN Code is "0000".



Search Device only available when Bluetooth function was enabled.

Press FEED to search Bluetooth devices.
LCD will display all of available devices.

1. Only supports SPP & HID Profile.
2. Alphanumeric only
3. Maximum 16- device can be displayed

* When connect successful, needs to disconnect before perform this function.



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